City of Newcastle Community Directory 2017

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Aged Services

Accommodation

ADHC - Hunter Residences
Phone: 4928 0800  Fax: 02 4928 3042
Stockton Centre, 342 Fullerton St, Stockton 2295
Mail to: P O Box 169, STOCKTON 2295
Email: francis.bull@facs.nsw.gov.au
Web: www.facs.nsw.gov.au

Service Description: Administers of Stockton Centre, Kanangra Centre and Tomaree Lodge which are residential centres for people with an intellectual disability. No intakes available.

Hours: Office hours 8:30am-4pm. Nursing 24hrs.

Disability Access: Yes (Units are fully accessible and the office has ground level access.)

Area Served: Hunter Region

Ageing, Disability & Home Care - Hunter
Phone: 4946 3600  Fax: 02 4946 3799
Level 5, 670 Hunter St, Newcastle 2300
Mail to: PO Box 2161, Dangar 2309
Email: Reception-HunterStreet@facs.nsw.gov.au
Web: www.adhc.nsw.gov.au

Service Description: Coordination of accommodation and respite services, assessment, intake, consultation and resource services including the areas of physiotherapy, occupational therapy, speech pathology, psychology, social work and case work in schools and/or at home.

Hours: Mon-Fri 9am-5pm

Disability Access: Yes (level access, lift)

Area Served: Hunter New England LHD

Alternative Names: ADHC

BaptistCare Warabrook Centre
Phone: 4903 6800  Fax: 02 4903 6890
14-24 Casuarina Circuit, Warabrook 2304
Email: ask@baptistcare.or.au
Web: www.baptistcare.org.au

Service Description: Hostel and Nursing Home accommodation

Hours: 24 hours

Languages spoken: Cantonese, Polish, Thai

Area Served: Hunter Region

Parent Organisation: BaptistCare – NSW & ACT

Calvary Community Care
Phone: 4968 7060  Fax: 02 4967 6352
Unit 1, 60 Griffiths St, Lambton 2299
Email: ccc.hunter@calvarycare.org.au
Web: www.calvarycommunitycare.org.au

Service Description: Calvary Community Care provides services to support people to live independently at home and actively participate in community life. Calvary works in partnership with clients to ensure that services are tailored to suit what matters most to them as an individual. Support is delivered with an emphasis on enhancing skills, empowering independence and building community connections. Services are available 24 hours a day, seven days a week. Services include; Personal Care, Social Support and Community Access, Transport, 24 Hour and Overnight Care, Respite Care, Disability Services, Return from Hospital Support, Domestic Assistance, Home Maintenance and Modifications, Telecare Monitoring and Alarms. Calvary Community Care provides a variety of services under the Home and Community Care (HACC) program and offer Level 2 and 4 Home Care Packages in a number of areas in Hunter regions.

Hours: Mon-Fri 7:30am-5:30pm (office).

Services are available 7 days a week 24 hrs throughout the year.

Fees: Contact for details

Area Served: Hunter Region

Alternative Names: Formerly Calvary Silver Circle

Parent Organisation: Little Company of Mary Health Care

Calvary Ephesus Retirement Community
Phone: 1800 222 000
88 Dickson St, Lambton 2299
Mail to: Locked Bag 1000, Cardiff 2285
Email: retirement@calvarycare.org.au
Web: www.calvarycare.org.au

Service Description: Calvary Ephesus Retirement Community offers eight two bedroom independent living units. The village is centrally located close to Lambton Shopping centre, local clubs, aquatic centre and public transport.

Fees: please contact us for entry contributions

Area Served: Newcastle

Parent Organisation: Calvary Retirement Communities
Calvary St Joseph’s Retirement Community
Phone: 4967 0600  Fax: 02 4967 2693
240 Maitland Rd, Sandgate 2304
Email: retirement@calvarycare.org.au
Web: www.calvarycare.org.au
Service Description: Home to 135 residents and offers residential aged care, respite accommodation, dementia specific options and an ethno-specific unit. There are also 18 independent living villas onsite.
Hours: 24hrs 7 days
Fees: As per the My Aged Care website
Disability Access: Yes (Full)
Languages spoken: Polish, German, Ukraine, Philippine
Area Served: Hunter Region
Parent Organisation: Calvary Retirement Communities

Calvary St Martin de Porres Retirement Community
Phone: 4968 2244  Fax: 02 4960 2702
26 Lorna St, Waratah 2298
Web: www.calvarycare.org.au
Service Description: Calvary St Martin de Porres Retirement Community is located in the heart of Waratah and provides quality care to 41 residents. Situated within minutes from a large shopping centre, public transport and a major local hospital, Calvary St Martin de Porres is a single-level building boasting single rooms, each with their own private ensuite. An onsite chapel, covered barbeque area and regular activities such as crafts, cooking and singing contribute to St Martin's comfortable home-like environment. Overnight residential respite services are also available.
Hours: 24 hrs 7 days, enquiries 9:00am - 3:00pm
Transport: Close to public transport
Disability Access: Yes (ramps)
Area Served: Hunter Region
Parent Organisation: Calvary Retirement Communities

Centrelink Customer Service Centre - Mayfield
Phone: 132 717 (Disability/Mobility/Sickness)
Fax: 1300 786 102
188-194 Maitland Rd, Mayfield 2304
Mail to: PO Box 7800, Canberra BC 2610
Email: gail.bailey@departmenthumanservices.gov.au
Service Description: Customer Service Adviser to help you with advice and assistance on the payments and services most suited to your needs.
Hours: Mon-Fri 8:30am-4:30pm (Centrelink CSC)
Disability Access: Yes (ramp and toilets)
Languages spoken: Multilingual phone number is 131 202, brochures available in other languages.
Area Served: Hunter Region
Parent Organisation: Department of Human Services

Centrelink Customer Service Centre - Wallsend
Phone: 132 717 (Disability/Mobility/Sickness)
Fax: 1300 786 102
70 Robert St, Wallsend 2287
Mail to: PO Box 7800, Canberra BC 2610
Service Description: Customer Service Adviser to help you with advice and assistance on the payments and services most suited to your needs.
Hours: Mon-Fri 8:30am-4:30pm (Centrelink CSC)
Disability Access: Yes (wheelchair accessible)
Languages spoken: Multilingual phone number is 131 202, brochures available in other languages.
Area Served: Hunter Region
Parent Organisation: Department of Human Services
Community Engagement Officers
(Centrelink)
**Phone:** 4985 8709  **Fax:** 02 4985 8699
279 King St, Newcastle West 2302
**Mail to:** PO Box 5156, Hunter Region MC 2310
**Web:**

**Service Description:** A Community Engagement Officer can assist you if you are homeless or at risk of becoming homeless, and you are having difficulty visiting a service centre or calling us.

**Area Served:** Hunter Region

Community Housing Office
**Phone:** 1300 305 667  **Fax:** 02 4424 5411
615 Hunter St, Newcastle West 2302
**Email:** doh-orch@facs.nsw.gov.au
**Web:** www.housing.nsw.gov.au

**Service Description:** In partnership with the community, industry and individuals, Housing NSW provides safe, decent and affordable housing opportunities for those most in need so that they can live with dignity, find support if needed and achieve sustainable futures.

**Hours:** Mon - Fri 9:00am - 5:00pm
**Area Served:** Hunter Region; Central Coast

**Parent Organisation:** NSW Department of Family and Community Services (FACS)

Hunter Tenants Advice & Advocacy Service
**Phone:** 4969 7666  **Fax:** 02 4969 6088
**Meets at:** 5 William St, Hamilton 2303
**Mail to:** PO Box 115, Hamilton 2303
**Email:** nicole@huntertenants.org
**Web:** www.tenants.org.au

**Service Description:** Free advice for tenants on rights and responsibilities of renting in NSW. Advice re: repairs, terminations, rent arrears, access, Tenant Databases and more. Assistance at Tribunal and duty advocacy at tribunal. Community Education on tenants rights.

**Hours:** Telephone Advice 9am - 1pm Mon-Fri.
**Fees:** Nil
**Transport:** Bus, train close by.
**Disability Access:** Yes (Ramp)
**Area Served:** Hunter Region

Jenny McLeod Retirement Village
**Phone:** 4951 6637  **Fax:** 02 4955 9428
48 Victory Pde, Wallsend 2287
**Email:** sales@artongroup.com.au
**Web:** www.jennymacleodvillage.com.au

**Service Description:** Self Care Units and serviced apartments for over 55's.

**Hours:** Enquiries Monday - Friday 8:30am - 4:30pm
**Transport:** In house transport to Jesmond Shopping Centre 3 times a week
**Area Served:** Newcastle, Lake Macquarie

Irwin Hall Aged Care Facility (Uniting Care)
**Phone:** 4968 3488  **Fax:** 02 4968 3525
13-17 Section St, Mayfield 2304
**Email:** ask@uniting.org

**Service Description:** Irwin Hall is a low care hostel for 38 residents that supports ageing in place. The facility is located close to Newcastle CBD, with easy access to shops and transport. All residents have their own air-conditioned room with ensuite, along with access to the large lounge and small private sitting areas.

**Hours:** 24 hrs 7 days
**Disability Access:** Yes
**Area Served:** Newcastle

**Parent Organisation:** UnitingCare

Jesmond Grove
**Phone:** 4946 4200  **Fax:** 02 4951 8401
101 Mordue Pde, Jesmond 2299
**Email:** Jesmond@anglicancare.com.au
**Web:** www.anglicancare.com.au

**Service Description:** Residential aged care home offering ageing in place accommodation - general, dementia specific and respite care - 86 places

**Hours:** 24 hrs 7 days
**Fees:** Refer to the Anglican Care website
**Disability Access:** Yes
**Languages spoken:** Access to interpreters
**Area Served:** Hunter Region

**Parent Organisation:** Anglican Care
Leukaemia Foundation
**Phone:** 4960 9828  **Fax:** 02 4960 9698
1 / 260 Maitland Rd, Mayfield 2304
**Mail to:** PO Box 76, Mayfield 2304
**Email:** kgasson@leukaemia.org.au
**Web:** www.leukaemia.org.au
**Service Description:** Patient Transport, Patient Accommodation, Support Services / Support Groups, Volunteering, Fundraising Opportunities, Event Opportunities
**Hours:** 8.30am - 5.00pm
**Fees:** None
**Transport:** Patient Transport Service
**Disability Access:** Yes
**Area Served:** Hunter Region

Lindsay Gardens Aged Care Facility
**Phone:** 4969 8222  **Fax:** 02 4969 8230
137A Lindsay St, Hamilton 2303
**Email:** ask@uniting.org
**Web:** www.agedcareguide.com.au/uniting-lindsay-gardens-hamilton
**Service Description:** An aged care home with 71 beds of which 22 cater for secure dementia. Lindsay Gardens is a modern facility with a quiet, homely environment. It has spacious, private single rooms, all with ensuites. The hostel has wide hall ways designed to accommodate motorised scooters for residents to maintain independence, and the facility is located close to Beaumont Street and Broadmeadow station. There are many private lounge and dining areas as well as a large common room for major functions and celebrations.
**Hours:** 24/7 hrs
**Disability Access:** Yes
**Area Served:** Newcastle
**Parent Organisation:** UnitingCare Ageing

McAuley Community Housing
**Phone:** 4961 2686
32 Union St, Tighes Hill 2297
**Email:** office@mercyservices.org.au
**Web:** mercyservices.org.au
**Service Description:** This Program provides short to medium term accommodation in five houses across Newcastle & Lake Macquarie for parents with children. There are a number of eligibility requirements, please contact the centre to obtain detailed information.
**Fees:** Public Housing rental rates
**Area Served:** Newcastle, Lake Macquarie
**Parent Organisation:** Mercy Services

Mercy Services - Elermore Vale
**Phone:** 4951 8083  **Fax:** 02 4951 7901
Elermore Vale Community Centre, Rear 129 Croudace Rd, Elermore Vale 2287
**Mail to:** 13 Brooks St, West Wallsend 2286
**Email:** denise.barrett@mercyservices.org.au
**Web:** mercyservices.org.au
**Service Description:** Provides volunteer support to frail aged and people with disabilities. Services include: transport for appointments; shopping; (depending on availability of volunteers) regular social day at centre with hot meal provided; Bingo
**Hours:** 8.30 – 1.30 Tuesday to Friday
**Fees:** Charge for transport and meals.
**Area Served:** Newcastle
**Parent Organisation:** Mercy Services

Mercy Services - Hunter
**Phone:** 4961 2686  **Fax:** 02 4969 5149
32 Union St, Tighes Hill 2297
**Email:** office@mercyservices.org.au
**Web:** mercyservices.org.au
**Service Description:** Provides community and in-home services for older people, people with disabilities, people affected by drug and alcohol abuse, socially disadvantaged people, families. Services include: community nursing service; community transport; day centre; domestic assistance; families affected by alcohol and other drugs services (McAuley counselling, housing, parenting support, support group); food services; home maintenance; linen service; personal care; social support; dementia specific social support and monitoring; residential aged care. NDIS provider.
**Hours:** Mon-Fri 8am-4.30pm
**Fees:** Government subsidised fees or full fee paying
**Disability Access:** Yes (Wheelchair Accessible Transport - Modified Vehicles)
**Area Served:** Hunter
**Parent Organisation:** The Institute of Sisters of Mercy Australia Papua New Guinea
Northcott - Hunter New England
Phone: 4935 0400  Fax: 02 4935 0499
13 Valencia St, Mayfield 2304
Mail to: PO Box 119, Mayfield 2304
Email: mayfield@northcott.com.au
Web: www.northcott.com.au
Service Description: Provides the following services, tailored to the needs of people with a disability, and their families and carers: recreation and respite, drop in support, life skills, family and behaviour support and therapy. Northcott is registered to provide supports for National Disability Insurance Scheme participants.
Hours: Mon-Fri 8:30am-5pm office. Programs at various times
Fees: individual contribution
Transport: Near bus, 5 min walk from Waratah rail station
Disability Access: Yes (Accessible toilet, ramps, car parking)
Area Served: Hunter Region; Central Coast; New England
Alternative Names: NSW Society for Crippled Children
Parent Organisation: Northcott

Our Backyard
Phone: 0402 155 586
Email: cw1ourbackyard@gmail.com
Web: ourbackyardcar2home.weebly.com/
Service Description: A designated private space that allows men and women, couples and families who are sleeping in their cars a place to park and sleep. Providing a car space with kitchen and bathroom facilities. Client will engage with the case worker to find suitable accommodation and aided to assess various services.
Hours: 24 hours / 7 days a week
Fees: free
Transport: Must have own vehicle
Area Served: Hunter Region
Parent Organisation: Path 2 Change

Soul Cafe
Phone: 4926 1758  Fax: 02 4927 0736
cnr Hunter and Watt St, Newcastle 2300
Mail to: PO Box 686, Newcastle 2300
Email: admin@soulcafe.com.au
Web: www.soulcafe.com.au
Service Description: Providing meals and necessary services to disadvantaged members of the Hunter Community. Breakfast Monday, Friday & Saturday 7.30am - 8.30am Lunch Monday - Thursday 11.30am - 1.00pm Lunch Sundays (fortnightly) - 11.30am - 1.00pm
Hours: Various. Check website and description above.
Area Served: Newcastle

Wesley Mission Oasis Drop-In Centre
Phone: 4915 3683  Fax: 02 4915 3683
Wesley Mission Newcastle, 16 Wood St, Newcastle West 2302
Web: www.wesleynooswllc.org.au
Service Description: The Wesley Mission Oasis Drop-In Centre offers a safe area for homeless people to access food, petrol, energy and gas vouchers, showers, toilets and laundry facilities.
Hours: Mon, Tue, Wed, Fri 9:00am - 11:00am
Fees: Nil
Transport: Close to bus and train services
Area Served: Hunter Region
Parent Organisation: Wesley Mission

Woodlands Lodge Aged Care Facility (United Protestants Association)
Phone: 4951 3700  Fax: 02 4951 1046
100 Lake Rd, Wallsend 2287
Email: amandab@upahunter.org.au
Web: www.upa.org.au
Service Description: 72 Bed Hostel including a 19 bed Dementia Specific Wing
Hours: 7 days 24hrs
Area Served: Hunter Region
Parent Organisation: United Protestant Association of NSW
Education

Alzheimer's Australia NSW - Hunter
Phone: 4962 7000 (Office), 1800 100 500
(National Dementia Helpline)  Fax: 02 4962 7070
2 Percy St, Hamilton 2303
Email: nsw.hunter@alzheimers.org.au
Web: www.antidementia.org.au
Service Description: Provides information, support and referral for people with dementia, their family and carers, and service providers. National Dementia Helpline available Mon-Fri 9am-5pm. Counselling and support by phone or face to face, Living with Dementia for carer and person with dementia, activity programs for people with dementia, membership, referral to local services and support groups. Early onset dementia support. Education for people with dementia, family and friends, professionals and care staff, community, group leaders. Publications on website. Registered NDIS provider.
Hours: Mon-Fri 9am-4pm (Office)
Fees: For membership and staff courses, contact for details
Transport: Public bus and train nearby
Disability Access: Yes (ramp, toilet and parking)
Area Served: Hunter (Newcastle and Lake Macquarie)

Anti-Discrimination Board of NSW - Newcastle
Phone: 4903 5300, 1800 670 812 (toll free for NSW only)  Fax: 02 4903 5376
1lv 5, Suite 5, 400 Hunter St, Newcastle 2300
Mail to: PO Box 1077, Newcastle 2300
Email: adbcontact@justice.nsw.gov.au
Web: www.antidiscrimination.justice.nsw.gov.au
Service Description: The Anti-Discrimination Board of NSW is part of the NSW Department of Justice. It administers NSW anti-discrimination laws. Staff at the Anti-Discrimination Board investigate and try to resolve complaints of unlawful discrimination. Staff also educate people about what the anti-discrimination laws say and why they are important. The ADB also reports to the Government if it thinks the law needs changing to help give more people a fair go. The ADB provides training to public and private sector and community groups.
Hours: Mon-Fri 9am-5pm
Disability Access: Yes (wheelchair accessible)
Area Served: NSW

Bright Buttons Speech Pathology
Phone: 0427 772 787
Mail to: PO Box 456, Wallsend 2287
Email: brightbuttonsspeech@live.com.au
Service Description: This mobile speech pathologist has worked with children and families affected by speech and language delays, autism spectrum disorders, developmental delays, auditory processing disorders, literacy difficulties and pragmatic difficulties. Hanen certified. Also works with Alternative and Augmentative Communication, and adults with communication and swallowing difficulties. Registered NDIS provider.
Hours: Thur-Fri 8:30am-5pm office
Fees: Varies with service
Area Served: Lower Hunter

Computerpals for Seniors Newcastle Inc
Phone: 4961 6576
15 Hubbard Street, Islington 2296
Mail to: PO Box 73, Broadmeadow 2292
Email: contact@computerpals.org.au
Web: www.computerpals.org.au
Service Description: Educating seniors in the use of computers as a way of enriching their lives and making them more self-reliant. Bridging the generation gap and assisting senior to find ways to benefit the community through their collective experience and knowledge.
Hours: Tutoring Tues, Wed, Thurs 10am - 3.30pm in school terms
Fees: See website: Courses
Disability Access: Yes (Hearing Loop)
Area Served: Hunter Region

Guide Dogs NSW / ACT - Hunter, Central Coast
Phone: 4925 3066  Fax: 02 4925 3011
Suite 15, 2nd Floor, 133 King St, Newcastle 2300
Email: newcastle@guidedogs.com.au
Web: www.guidedogs.com.au
Service Description: Orientation and Mobility Specialists (O&M) provide mobility and orientation services to people who are blind or have low vision (from toddlers to aged). This includes training in use of the white cane, electronic aids, guide dogs and sighted guide training. Additional services include Pets As Therapy dogs. Information and speakers about vision impairment are also available. Our O&M Specialists can visit at home, school or work place. We are a registered NDIS provider.
Hours: Mon-Fri 9am-5pm. Home visits.
Disability Access: Yes (lift, service can also come to your home)
Area Served: Central Coast; Great Lakes; Hunter Region

prepared July 2017
Heart Foundation - Newcastle Branch
Phone: 4922 1546, 1300 362 787 (Heart Health Information Service)
32 Brunker Rd, Broadmeadow 2292
Mail to: PO Box 167, Adamstown 2289
Email: nsw@heartfoundation.org.au
Web: www.heartfoundation.org.au
Service Description: Provides cardiovascular health education and health promotion for the general community and health professionals. Also operates the Heart Health Information Service, a telephone information service that provides resources and information on heart health and risk factors for heart disease.
Hours: Mon-Fri (Part time hours, please call office)
Area Served: Hunter Region
Alternative Names: NHF
Parent Organisation: National Heart Foundation of Australia

Newcastle U3A Inc
Phone: 0479 193 182
Meets at: 21 Gordon Avenue, Hamilton 2303
Mail to: PO Box 64, Newcastle 2300
Email: newcastleu3a.au@gmail.com
Web: newcastle.u3anet.org.au
Service Description: University of the Third Age (adult education) offers educational and social opportunities at a low cost to people who are no longer working full-time.
Hours: Office open fourth Friday of the month 12.15 – 1.15
Fees: 2016 $50
Transport: Bus/Rail
Disability Access: Yes (Available at most, although not all, venues)
Area Served: Hunter Region
Parent Organisation: U3A Network of NSW

Salvation Army Moneycare Newcastle
Phone: 4088 5820; 02 4013 2901
67 Cleary St, Hamilton 2303
Mail to: PO Box 444, Hamilton 2303
Email: kristen.hartnett@au.e.salvationarmy.org
Web: salvos.org.au
Service Description: The Salvation Army’s Moneycare is a free and confidential financial counselling service for people facing financial difficulties or wanting to avoid financial difficulties in the future. Staff are able to help with a range of issues including budgeting, credit, debt and repossession.
Hours: Mon-Fri, 9am-5pm
Fees: Free service
Transport: Close to public transport
Disability Access: Yes (lift, toilets and parking)
Area Served: Newcastle; Central Coast
Alternative Names: The Salvation Army Financial Counselling Service

University of the Third Age (U3A), Newcastle
Phone: 0479 193 182
Meets at: 21 Gordon Ave, Hamilton 2303
Mail to: PO Box 64, Newcastle 2300
Email: newcastleu3a.au@gmail.com
Web: www.newcastle.u3anet.org.au
Service Description: The University of the Third Age (U3A) is a self-help international organisation, where retired and semi-retired people over the age of 50 provide courses for each other. Our courses range from academic classes to a relaxed social get-togethers and everything in between.
Hours: M-F 08:00am-18:00pm
Transport: Own or public
Area Served: Newcastle
Alternative Names: U3A (University of the Third Age)
Awabakal Aboriginal Medical Centre
Phone: 4907 8555  Fax: 02 4961 0497
38A Samdon St, Hamilton 2303
Mail to: PO Box 323, Wickham 2293
Email: medical@awabakal.org
Web: www.awabakal.org/services/medical-services

Service Description: Awabakal Aboriginal Medical Centre provides services to the Indigenous peoples of the Hunter including:
- General Primary Health Care (Doctors)
- Family health/family planning
- Heart checks
- Pap smears
- Pregnancy tests
- Antenatal check ups
- Mums & Bubs Program
- Diabetes education
- Chronic Care Program
- Shared pregnancy care
- Nutritional advice
- Adult & Child Hearing Health
- Sexual health issues
- Adult and Children’s health checks
- Immunisation for all ages

Hours: Mon-Fri 9am-5pm
Disability Access: Yes
Area Served: Hunter Region
Alternative Names: Aboriginal Medical Services
Parent Organisation: Awabakal Newcastle Aboriginal Co-operative Ltd

BaptistCare - Hunter Home Services
Phone: 4962 8200  Fax: 02 4962 8240
Suite 2, 141 Brunker Rd, Adamstown 2289
Email: ddavies@baptistcare.org.au
Web: www.baptistcare.org.au

Service Description: Offers flexible and responsive respite for carers of people with disabilities and priority is given to ageing carers of a person with a disability.

Hours: Mon-Thu 8:30am-5pm Fri 8:30am-4:30pm
Disability Access: Yes (level entry, toilet and parking)
Area Served: Hunter Region

Calvary Community Care
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Centrelink Customer Service Centre - Mayfield
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Centrelink Customer Service Centre - Wallsend
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Community Engagement Officers (Centrelink)
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Community Housing Office
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Community Options Unit Hunter/New England
Phone: 4924 6099  Fax: 02 4924 6098
Booth Building, Longworth Ave, Wallsend 2287
Mail to: PO Box 385, Wallsend 2287
Email: hnehealth@nsw.gov.au

Service Description: Community Options provides Case Management to frail aged and younger people with disabilities who have complex care needs, are at risk of premature institutionalisation and who live in the Newcastle and Lake Macquarie LGA. In addition Newcastle/Lake Macquarie Community Options also manages: COMPACKS – this service provides up to six week package of care upon discharge from hospital for eligible clients.
- Healthy at Home – provides up to six week package of care for eligible clients, the goal is to identify people with a condition that is starting to deteriorate and are at risk of presenting to hospital.
- Multicultural Day Care Centre – this service provides Centre Based care for eligible clients.
- Lower Hunter Flexible Respite Options – this service provides in-home respite for carers of people living with Dementia who reside in the Lake Macquarie LGA.

Hours: Mon-Fri 8:30am-5pm
Fees: negotiable contribution
Disability Access: Yes (Ramps)
Area Served: Hunter New England LHD

Department of Human Services - Centrelink
Phone: 132 850  Fax: 02 4985 8699
279 King St, Newcastle 2300
Mail to: PO Box 7800, Canberra BC 2610

Service Description: See a Customer Service Adviser to help you with advice and assistance on the payments and services most suited to your needs.

Hours: Mon - Fri 8:30am - 4:30pm
Transport: Public transport
Disability Access: Yes
Area Served: Hunter Region
Dial-An-Angel P/L - Newcastle
Phone: 4041 5300  Fax: 02 4929 1551
Unit 1 166 Hannelle, Maryville 2293
Email: newcastle@dialanangel.com
Web: www.dialanangel.com
**Service Description:** Live-in and Visiting Angels of this national group assist families, businesses and overseas visitors by providing all home-based services: domestic housekeeping, child care, home nursing, eldercare-at-home, disability care, pet care, caretaking, home support for Fly in / Fly out and Defense workers. NDIS approved to assist with household tasks.
**Hours:** Mon-Fri 8:30am-5pm. After hours Mon-Fri 5pm-8:30pm, Sat-Sun 8:30am-8:30pm
**Fees:** Varies with service
**Area Served:** Hunter; New England

Mercy Services - Brighter Futures for Children and Families
Phone: 4961 2686  Fax: 02 4961 6912
32 Union St, Tighes Hill 2297
Email: office@mercyservices.org.au
Web: mercyservices.org.au
**Service Description:** Support services for disadvantaged families.
**Hours:** Mon-Fri Daytime
**Fees:** Government funded
**Area Served:** Newcastle; Lake Macquarie

Mercy Services - Ellemore Vale
See Page 6

Mercy Services - Hunter
See Page 6

Novacare Community Services Ltd
Phone: 1300 363 654  Fax: 02 4940 2499
Unit 1, 33 Newton St, Broadmeadow 2292
Mail to: PO Box 650, The Junction 2291
Email: support@novacare.org.au
Web: www.novacare.org.au
**Service Description:** Novacare supports older persons to remain at home and participate in the community. Services for older people include: day and overnight respite; dementia services; Day Centre and social support; domestic assistance; Community Aged Care Packages of services; carers groups; lawn and garden care
**Hours:** Office Hours: Mon-Fri 8:30am-5pm
**Fees:** Government subsidised for eligible people; fees for commercial service
**Transport:** Head Office on local bus route, Day Centre and Respite Cottage on bus route with disability parking available
**Disability Access:** Yes (wheelchair accessible)
**Area Served:** Port Stephens; Lake Macquarie; Newcastle
**Alternative Names:** Newcastle Aged Care

Salvation Army Moneycare Newcastle
See Page 9

Samaritans
Phone: 4960 7100  Fax: 02 4960 7160
Mail to: PO Box 366, Hunter Region MC 2310
Email: mail@samaritans.org.au
Web: www.samaritans.org.au
**Service Description:** Provide unconditional support to people in the community such as children and family support, disability support, mental health services, youth services, community services.
**Hours:** Central Office Mon-Fri 9am to 5pm
**Area Served:** Hunter HACC; NSW Mid North Coast HACC

Soul Cafe
See Page 7
The Community Kitchen Merewether
Phone: 0411 133 679
178 Giebe Rd, Merewether 2291
Mail to: P O Box 3376, Merewether 2291
Email: minister.merewetheruca@gmail.com
Service Description: The Community Kitchen provides a free meal every Tuesday, February to December to anyone in need of food and/or companionship. It is a safe place where people meet for food, encouragement, companionship and support. Volunteers come from 2pm, with meals served at 6pm. A singing group gathers for community singing from 4.30-5.45pm. A homework group is held for children 5-12 years from 5pm-5.45pm.
Hours: Tuesdays, February to December 2pm to 7.30pm
Fees: Free
Transport: Transport home is provided to the local area
Disability Access: Yes (Ramp to hall and disabled toilets)
Area Served: Newcastle;
Parent Organisation: Merewether Uniting Church
Wallsend Area Community Carers Inc (WACCI)
Phone: 4950 2555 Fax: 02 4950 2280
Neal House, Shields Ln, Wallsend 2287
Mail to: PO Box 49, Wallsend 2287
Email: wacci1@bigpond.com
Web: www.wallsend-carers.blogspot.com.au
Service Description: Volunteers provide social support and other services to aged people, people with disabilities and their carers, and housebound people. Services include Tuesday monthly lunches, Thursday fortnightly shopping trips, Friday weekly bus outings, community transport for group or individuals, in-home respite, home visiting, Christmas lunch. Funded through Home and Community Care. NDIS provider.
Hours: Mon-Fri 8am-3pm
Fees: Depends on service. Subsidised by HACC program
Area Served: Hunter Region
Alternative Names: Mercy Services

Health
Ageing, Disability & Home Care - Hunter
See Page 3
Alzheimer's Australia NSW - Hunter
See Page 8
Australian Unity Home Care - Newcastle Branch
Phone: 4941 5500 Fax: 02 4941 5154
Suite 2A, 70 Northcott Dr, Kotara 2289
Mail to: Locked Bag 6012, Hunter Region MC 2310
Service Description: This government subsidised service helps adults with disability, older people and their carers to live independently in their own homes. Services include domestic assistance (house cleaning), personal care, respite care; and sometimes meals, transport, shopping, home maintenance. Also provide services under High Needs Pool (15-35hrs/wk), Veterans' Home Care (VHC), Community Aged Care Packages (CACP), National Respite for Carers Program (NRCP), Attendant Care Program. Branches exist in Central Coast, Hunter Valley, Lake Macquarie, Newcastle, Daramulen. NDIS provider.
Hours: Mon-Fri 8:30am-4:30pm
Fees: Subsidised fee negotiated with assessor
Area Served: Hunter; Central Coast
Parent Organisation: Australian Unity Home Care Service
Awabakal Aboriginal Medical Centre
See Page 10
BaptistCare Warabrook Centre
See Page 3
Bright Buttons Speech Pathology
See Page 8

Food Services
Mercy Services - Elermore Vale
See Page 6
Soul Cafe
See Page 7
Calvary Community Care - St Lukes Social Centre Day Respite Care
**Phone:** 4929 6957  **Fax:** 02 4967 6352  
St Lukes Social Centre, Day Respite Care, 77 Dawson St, Cooks Hill 2300  
**Email:** ccc@calvarycare.org.au  
**Web:** www.calvarycommunitycare.org.au  
**Service Description:** St Luke’s is a day social centre that encourages socialisation, decreases isolation and provides carers with respite. An interactive centre, St Luke’s provides a program of activities, meals and entertainment to encourage clients and carers individual sense of wellbeing. Respite recipients can take part in the planned social outings in a relaxed, safe and friendly environment.  
**Hours:** Mon-Fri 7:30am-5:30pm (Office)  
**Fees:** Contact for details  
**Disability Access:** Yes (wheelchair accessible)  
**Area Served:** Lake Macquarie; Newcastle; Port Stephens; Maitland; Cessnock  
**Alternative Names:** Formerly Calvary Silver Circle  
**Parent Organisation:** Little Company of Mary Health Care  

Calvary Community Care  
See Page 3  

Calvary St Joseph’s Retirement Community  
See Page 4  

Catholic Community Services  
**Phone:** 4946 4400  **Fax:** 02 4925 2264  
1 / 2 Scott St, Newcastle East 2300  
**Email:** ccshunter@chos.com.au  
**Web:** www.catholiccommunityservices.com.au  
**Service Description:** Catholic Community Services in the Hunter Region provide: Living Conditions Program – providing assistance to people living in poor living conditions, including domestic squalor; Community Aged Care Packages – providing coordinated in home care and support to older people in the community; Parents and Carers Education – a program assisting the parents and/or carers of school aged Aboriginal children to develop a range of skills to better support their children to remain engaged in schooling and education; Private and Brokered Services – which can be purchased by individuals, families and other community agencies.  
**Hours:** Mon-Fri 9am-5pm  
**Fees:** Most are free for eligible people (frail elderly, people with disability, carers).  
**Transport:** Public transport nearby  
**Disability Access:** Yes (Level front entrance)  
**Languages spoken:** Staff speak various languages. Interpreting service available.  
**Area Served:** Cessnock; Dungog; Great Lakes; Lake Macquarie; Maitland; Muswellbrook; Newcastle; Port Stephens; Singleton; Upper Hunter  
**Parent Organisation:** Catholic Healthcare Ltd  

CH2 Aged and Community Care & Intouch - Newcastle  
**Phone:** 1300 242 243 (Aged Care)  **Fax:** 1800 777 735  
3 Balbu Cl, Beresfield 2322  
Mail to: PO Box 367, Beresfield 2322  
**Email:** agedcare@ch2.net.au  
**Web:** www.ch2.net.au  
**Service Description:** This large pharmaceutical and medical healthcare service provides pharmaceuticals; medical consumables; veterinary and equipment products. These include products for incontinence; wound care; nutrition; palliative care; aids for independent living; and general health care. NDIS provider of assistive products for personal care and safety.  
**Hours:** Mon-Fri 8am-6pm  
**Disability Access:** Yes  
**Area Served:** Hunter; New England  
**Parent Organisation:** Clifford Hallam Healthcare Pty Ltd  

Community Engagement Officers (Centrelink)  
See Page 5
Community Options Unit Hunter/New England
See Page 10

Community Stroke Team
Phone: 4985 5245  Fax: 02 4921 4833
Meets at: The Lodge, John Hunter Campus, New Lambton 2305
Mail to: Locked Bag 1, HMRC, New Lambton 2305
Email: anne.sweetapple@hnehealth.nsw.gov.au
Web: www.hnehealth.nsw.gov.au
Service Description: The Community Stroke Team runs group programs for community dwelling stroke survivors and their carers. Group programs include stroke prevention and exercise, Chronic Aphasia Group, Brainstorm (for low mood), Art Group for Stroke Survivors, Fatigue Management and Coffee and Chat Stroke Club. Please contact the Community Stroke Team for more details
Hours: Mon-Fri 9am-5pm
Fees: Free (small donations accepted)
Area Served: Hunter Region
Parent Organisation: Hunter New England Local Health District

ECC Greek Holy Apostles Seniors Health and Wellness Centre
Phone: 4960 8248  Fax: 02 4960 8249
Greek Holy Apostles Church Hall, Steel St, Hamilton 2303
Mail to: PO Box 318, Waratah 2298
Email: office@eccnewcastle.org.au
Web: www.eccnewcastle.org.au
Service Description: The ECC Multicultural Health and Wellness Centres for seniors and their carers program is designed to provide a range of culturally appropriate activities and services to support, inform and empower seniors from culturally and linguistically diverse (CALD) backgrounds to make informed choices about continuing to live at home independently. Our 3 course meals, cooked and served in a friendly environment assist clients to maintain their nutritional needs. Additionally, a wide range of activities and information sessions organised and presented in a culturally and linguistically appropriate manner, helps improve client wellbeing and reduces their social isolation.
Hours: Tues, Thurs 9am-2pm
Fees: cost for morning tea and 3 course lunch is $9
Transport: Bus transport is available: $8 return trip
Disability Access: Yes
Languages spoken: Greek and English
Area Served: Hunter Region
Parent Organisation: Ethnic Communities Council of Newcastle & Hunter region (ECC)
ECC Greek Seniors Health and Wellness Centre

Phone: 4960 8248  Fax: 02 4960 8249
Meets at: Greek Church Hall, 54 Skelton St, Hamilton 2303
Mail to: PO Box 318, Waratah 2298
Email: office@eccnewcastle.org.au
Web: www.eccnewcastle.org.au
Service Description: The ECC Multicultural Health and Wellness Centres for seniors and their carers program is designed to provide a range of culturally appropriate activities and services to support, inform and empower seniors from culturally and linguistically diverse (CALD) backgrounds to make informed choices about continuing to live at home independently. Our 3 course meals, cooked and served in a friendly environment assist clients to maintain their nutritional needs. Additionally, a wide range of activities and information sessions organised and presented in a culturally and linguistically appropriate manner, helps improve client wellbeing and reduces their social isolation.

Hours: Tues, Thurs 9am-2pm
Fees: cost for morning tea and 3 course lunch is $9
Transport: Bus transport is available: $8 return trip
Disability Access: Yes
Languages spoken: Greek and English
Area Served: Hunter Region
Parent Organisation: Ethnic Communities Council of Newcastle & Hunter region (ECC)

ECC Italian Seniors Health and Wellness Centre

Phone: 4960 8248  Fax: 02 4960 8249
Catholic Church Hall, 137 Broadmeadow Rd, Broadmeadow 2292
Mail to: PO Box 318, Waratah 2298
Email: office@eccnewcastle.org.au
Web: www.eccnewcastle.org.au
Service Description: The ECC Multicultural Health and Wellness Centres for seniors and their carers program is designed to provide a range of culturally appropriate activities and services to support, inform and empower seniors from culturally and linguistically diverse (CALD) backgrounds to make informed choices about continuing to live at home independently. Our 3 course meals, cooked and served in a friendly environment assist clients to maintain their nutritional needs. Additionally, a wide range of activities and information sessions organised and presented in a culturally and linguistically appropriate manner, helps improve client wellbeing and reduces their social isolation.

Hours: Weds, Fridays 9am-2pm
Fees: cost for morning tea and 3 course lunch is $9
Transport: Bus transport is available: $8 return trip
Disability Access: Yes
Languages spoken: Italian and English
Area Served: Hunter Region
Parent Organisation: Ethnic Communities Council of Newcastle & Hunter region (ECC)
ECC Macedonian Seniors Health and Wellness Centre
**Phone:** 4960 8248  **Fax:** 02 4960 8249
Macedonian Church Hall, 14 School St, Broadmeadow 2292
Mail to: PO Box 318, Waratah 2298
**Email:** office@eccnewcastle.org.au  
**Web:** www.eccnewcastle.org.au  
**Service Description:** The ECC Multicultural Health and Wellness Centres for seniors and their carers program is designed to provide a range of culturally appropriate activities and services to support, inform and empower seniors from culturally and linguistically diverse (CALD) backgrounds to make informed choices about continuing to live at home independently. Our 3 course meals, cooked and served in a friendly environment assist clients to maintain their nutritional needs. Additionally, a wide range of activities and information sessions organised and presented in a culturally and linguistically appropriate manner, helps improve client wellbeing and reduces their social isolation.  
**Hours:** Tuesday 9am-2pm  
**Fees:** cost for morning tea and 3 course lunch is $9  
**Transport:** Bus transport is available: $8 return trip  
**Disability Access:** Yes  
**Languages spoken:** Macedonian, Serbian and English  
**Area Served:** Hunter Region  
**Parent Organisation:** Ethnic Communities Council of Newcastle & Hunter region (ECC)

ECC Multicultural Friendship Group
**Phone:** 4960 8248  **Fax:** 02 4960 8249  
**Meets at:** Macedonian Church Hall, 14 School St, Newcastle 2300  
**Mail to:** PO Box 318, Waratah 2298  
**Email:** office@eccnewcastle.org.au  
**Web:** www.eccnewcastle.org.au  
**Service Description:** The ECC Friendship Groups for seniors and their carers program is designed to provide a range of culturally appropriate activities and services to support, inform and empower seniors from culturally and linguistically diverse (CALD) backgrounds to make informed choices about continuing to live at home independently. Meals cooked and served in a friendly environment assist clients to maintain their nutritional needs. Additionally, a wide range of activities and information sessions organised and presented in a culturally and linguistically appropriate manner, helps improve client wellbeing and reduces their social isolation.  
**Hours:** Mon, Tues, Weds 10am-2pm  
**Fees:** Costs differ depending on activities provided. Please call office for more information.  
**Transport:** Bus transport is available: $8 return trip  
**Disability Access:** Yes  
**Area Served:** Hunter Region  
**Parent Organisation:** Ethnic Communities Council of Newcastle & Hunter region (ECC)

Ethnic Neighbour Aid Project (ENAP)
**Phone:** 4960 8248  **Fax:** 02 4960 8249  
**Meets at:** 2A Platt St, Waratah 2298  
**Mail to:** PO Box 318, Waratah 2298  
**Email:** gayle@eccnewcastle.org.au  
**Web:** eccnewcastle.org.au  
**Service Description:** Volunteers visit clients in home for social support, take clients shopping, transport for non-emergency medical reasons and telephone clients.  
**Hours:** Mon-Fri 9am-4:30pm  
**Fees:** Upon request  
**Languages spoken:** Polish; Spanish; Greek; Russian; Ukrainian; German; Croatian; Serbian; Bosnian; Italian; Macedonian  
**Area Served:** Hunter Region  
**Parent Organisation:** Ethnic Communities Council
Family Law Courts - Newcastle Registry  
**Phone:** 1300 352 000  **Fax:** 02 4926 5204  
61 Bolton St, Newcastle 2300  
**Mail to:** GPO Box 9991, Newcastle 2300  
**Email:** enquiries@familylawcourts.gov.au  
**Web:** www.familycourt.gov.au  
**Service Description:** Family law matters - divorce, children's, financial and property matters.  
**Hours:** Mon-Fri 8:45am-4:30pm  
**Fees:** Filing fees apply  
**Area Served:** Hunter Region

Guide Dogs NSW / ACT - Hunter, Central Coast  
See Page 8

Heart Foundation - Newcastle Branch  
See Page 9

Hunter Multicultural Respite Services  
**Phone:** 4969 3399  **Fax:** 02 4961 4997  
**Meets at:** Longworth Av, Hamilton 2303  
**Mail to:** 8 Chaucer St, Hamilton 2303  
**Email:** nss@nsservices.com.au  
**Web:** www.nsservices.com.au/services/  
**Service Description:** The service provides respite care for frail older people or people with dementia from non-English speaking backgrounds (NESB) experiencing difficulty in accessing Day Care Centres. This service also provides respite service in a linguistic & culturally appropriate way in consultation with the user, the service & the carer.  
**Area Served:** Hunter Region  
**Alternative Names:** Northern Settlement Services

Hunter New England Health, Podiatry and Footcare Services  
**Phone:** 4016 4687  **Fax:** 02 4016 4733  
Newcastle Community Health Centre, 8/670 Hunter St, Newcastle 2300  
**Service Description:** Podiatry and Footcare services offer clinics for two groups of clients: - Clients with diabetes - ongoing services offered to those with foot pathology that places their foot/limb at risk (eg ulceration, infection, gangrene, amputation). - Community clients - clients must be on an aged or disability pension and have a medical condition that puts their foot health at risk (eg diabetes, rheumatoid arthritis). Ongoing care is only provided to those with active foot pathology.  
**Hours:** Mon-Fri 8am-4:30pm  
**Fees:** Bulk billing available  
**Disability Access:** Yes (wheelchair accessible)  
**Languages spoken:** Interpreters available if required  
**Area Served:** Hunter

Hunter New England Local Health District  
**Phone:** 4924 2590, 4923 2060 (Drug and alcohol counselling)  
**Fax:** 02 4924 2502  
**Web:** www.hnehealth.nsw.gov.au  
**Service Description:** Services provided include continence clinic and nurse consultant, foot care clinic, home nursing service, nutrition with dietitian, physiotherapy for home bound clients, speech pathology, wound care. Drug and alcohol counselling 02 4923 2060. Services for people over 65 including day care contact My Aged Care 1800 200 422.  
**Hours:** Mon-Fri 8:30am-4:30pm (except public holidays)  
**Area Served:** Newcastle  
**Parent Organisation:** NSW Health

Hunter Prosthetics and Orthotics Service  
**Phone:** 4921 4151  **Fax:** 02 4921 4155  
The Limb Centre, John Hunter Hospital, Lookout Rd, New Lambton 2305  
**Mail to:** Locked Bag 1, Hunter Region MC 2310  
**Email:** HSNSW-HPOS@health.nsw.gov.au  
**Service Description:** Supplier of Prosthetics and Orthotics. Registered NDIS Provider.  
**Hours:** Mon-Thu 7:30-4:30  Fri 7:30am-4pm (excluding public holidays)  
**Fees:** Depends on financial income and service requested  
**Languages spoken:** Telephone interpreter is available  
**Area Served:** NSW  
**Parent Organisation:** NSW Health
Integrartedliving Australia Ltd
Phone: 1300 782 896 Fax: 1300 778 718
Mail to: PO Box 2567, Dangar 2309
Web: integratedliving.org.au/
Service Description: Provides services to the frail, older person, and their carers. Delivers a broad range of community care services to people in their own homes, including the monitoring of vital signs through the use of technology based equipment and monitored by Registered Nurses (Telehealth Monitoring).
Hours: Mon-Fri 8:30am-5pm; care hours vary
Fees: Fees apply
Area Served: ACT Region
Alternative Names: Integrated Living
Parent Organisation: integratedliving Australia Ltd

integratedliving Australia Ltd
Phone: 1300 782 896 (service enquiries) Fax: 1300 778 718
Level 3, 251 Wharf Rd, Newcastle West 2302
Mail to: PO Box 637, Muswellbrook 2333
Email: mail@integratedliving.org.au
Web: www.integratedliving.org.au
Service Description: Services for people with disability, older frail people and their carers involve community participation, social activities, recreational activities, children's activities, adolescent activities, Attendant Care (up to 30 hours per week personal care), Younger People In Residential Aged Care (YPIRAC). Activities on a group or individual basis may include recreational diversional therapy, physiotherapy and occupational therapy, participation in day programs, transitional case management and advocacy support or creative and fun activities. Respite occurs in home (including overnight), with a host family and out of home. Children's recreation during school holidays and peer support are available in the Upper Hunter. Home Care Provider and NDIS provider.
Hours: Mon-Fri 8:30am-4:30pm
Fees: Varies with service
Disability Access: Yes (ground level access)
Area Served: Newcastle
Alternative Names: Integrated Living Australia Ltd (ILA)

Jesmond Neighbourhood Centre
Phone: 4979 8555 Fax: 02 4951 4035
44 Mordue Pde, Jesmond 2299
Mail to: PO Box 36, Jesmond 2299
Email: manager@jesmond.org.au
Web: jesmond.org.au/redirect.php
Service Description: This service offers a range of services including playgroup, adult art & craft classes, Taekwondo, outings for older people, help with your tax, Heart moves classes, confidential counselling for adolescents; English conversation classes, Overeaters Anonymous, anxiety support, smoking, computing class, dance. Jesmond Neighbour Aid Service provides domestic assistance and social support to, frail older people and their carers. Please note we do not provide disability services through the NDIS.
Hours: Mon-Fri 10am-3pm
Transport: Public transport close by
Disability Access: Yes (level entry, accessible toilet)
Area Served: Newcastle
Alternative Names: Jesmond Neighbourhood Centre Inc (former)
Parent Organisation: ConnectAbility Australia Inc

Karumah
Phone: 4940 8393
1/24 John Hooker St, Islington 2296
Mail to: PO Box 913, Hamilton 2303
Email: admin@karumah.com.au
Web: www.karumah.com.au
Service Description: Karumah provides an outreach program to support people living with HIV in the Hunter Region, including social events and workshops. Must have HIV or be a carer partner or family member of someone with HIV.
Hours: Mon to Thurs 8.30am to 4.30pm
Fees: N/A
Transport: Bus and Train
Disability Access: Yes (Ramps)
Area Served: Hunter Region
Kathy Pritchard OT (Occupational Therapist)
Phone: 0411 312 369    Fax: 02 4967 7479
Mail to: 6 Cintra Rd, Waratah 2298
Email: kathyv1973@optusnet.com.au
Service Description: Occupational Therapist who can offer rehabilitation needs including: driving assessment, equipment, minor home modifications, cognitive therapy, neurological rehab, Lymphedema treatment- manual drainage and bandaging for level 1,2,3 Lymphedema.
Hours: Mon Tue 8:30am-5pm (other times by appt)
Fees: Discussed on referral
Area Served: Hunter Region; Central Coast

Newcastle Aquatic Physiotherapy
Phone: 4955 0143    Fax: 02 4965 6533
67 William St, Jesmond 2299
Email: aquaticphysio@bigpond.com
Web: www.newcastleaquatic.com.au
Service Description: Services at the clinic, hydrotherapy pool (with lifter and hoist) and gym include the following services: physiotherapy, hydrotherapy, aquatic exercise, exercise rehabilitation and core stability training, acupuncture, massage, orthotics, plaster casts, fiberglass plasters, splinting and walking boots, for people with disabilities, sports injuries, work injuries, motor vehicle accidents, chronic medical conditions, medical recovery, stress. knee classes, falls prevention. Multi-visit passes available for pool and/or gym. Eligibility Restriction: Continence bowel and bladder. Approved provider with CTP, Veteran Affairs, NDIS services for people with disabilities. N.B. We do not train carers to administer Physiotherapy.
Hours: Mon-Fri 7:30am-5:30pm Sat 7:30am-12pm
Fees: Rebates from Medicare, private health funds. Provider for Better Start and NDIS
Disability Access: Yes (wheelchair accessible)
Area Served: Newcastle

Newcastle Consultant Speech Pathologists
Phone: 0416 083 241
Mail to: PO Box 599, Kotara 2289
Email: enquiries@consultantspeechpath.com.au
Web: www.consultantspeechpath.com.au
Service Description: Mobile provider of speech therapy for adults with communication and swallowing difficulties. Able to visit at home, supported accommodation, aged care facilities; and develop alternative communication systems. Registered with Medicare, private health funds, Department of Veterans Affairs (DVA), and NDIS. Offices now also in East Maitland and Raymond Terrace.
Hours: Mon-Fri 8.30-5.00
Fees: Please contact us to discuss.
Disability Access: Yes (Level entry, parking)
Area Served: Newcastle; Lower Hunter

Leukaemia Foundation
See Page 6

Mercy Services - Brighter Futures for Children and Families
See Page 11

Mercy Services - Hunter
See Page 6

Merewether Allsorts - Community Activities Centre
Phone: 4961 4525
Meets at: Uniting Church Hall, 178 Glebe Rd, Merewether 2291
Mail to: PO Box 3376, Merewether 2291
Email: minister.merewetheruca@gmail.com
Service Description: Merewether Allsorts - Community Activity Centre provides a safe and welcoming place for people of all abilities. People who attend have survived stroke and/or other life changing health challenges. Activities, games, exercises, friendship and support are offered promoting self-confidence and the strengthening physical and mental abilities. Morning tea is provided and people bring their own lunch. There is a monthly concert and 3 monthly lunch outing. New members & volunteers are welcome.
Hours: Every Tuesday 10:00am - 2:00pm February-December
Fees: $3 per week
Transport: Members to provide their own transport.
Disability Access: Yes (ramps to main hall)
Area Served: Hunter Region
Alternative Names: New Ways Stroke Group
Parent Organisation: Uniting Church Hall, Merewether
Newcastle Dietetics
Phone: 4929 4181  Fax: 02 4929 6158
C/- Newcastle Family Practice, 205 Hunter St,
Newcastle 2300
Mail to: PO Box 312, Newcastle 2300
Email: support@newcastledietetics.com.au
Web: www.newcastledietetics.com.au
Service Description: Provides assessment, care plans, reviews for weight loss, diabetes management, heart disease, pregnancy and breastfeeding, general nutrition, and gastrointestinal disorders. No rebates for email or phone consultations. Registered with Medicare, Dept of Veterans Affairs, private health funds, National Disability Insurance Scheme for people with disability.
Hours: Flexible - negotiate appointment time
8:00am - 5:00pm
Fees: Bulk-bill Enhanced Primary Care plan and Veterans Affairs gold cards. Registered with Medicare, Vet Affairs, health funds, NDIS
Disability Access: Yes
Area Served: Hunter Region; Central Coast

Newcastle District Nursing Service (NDNS)
Phone: 4953 8444  Fax: 02 4953 8400
312 Sandgate Rd, Shortland 2307
Email: info@ndns.com.au
Web: www.ndns.com.au
Service Description: Provides a wide range of services for people with disability, medical conditions and frailty to remain independent in their homes. Services include: case management, personal care, nursing and wound care, in-home respite, social support, domestic assistance. Also palliative care and post-discharge care. Tailored plans.24 hours/7 days service delivery and access to advice. NDIS provider.
Hours: Mon-Fri 9am-5pm
Fees: Private Nursing is not subsided by government funding
Area Served: Hunter Region

Northcott - Hunter New England
See Page 7

Novacare Community Services Ltd
See Page 11

Rebound Physiotherapy P/L
Phone: 4962 5200  Fax: 02 4962 5201
Newcastle Basketball Stadium, cnr Young Rd and Curley Rd, Broadmeadow 2292
Email: reboundphysio@bigpond.com
Web: www.reboundphysiotherapy.com.au
Service Description: This physiology practice specialises in the assessment, diagnosis, treatment and prevention of musculoskeletal injuries; sports injuries; especially rugby; soccer; and basketball. Casts; headaches; sciatica; pediatrics and pain in neck; knee; upper limb; hip or foot. Treatment comprises soft tissue massage; electrotherapy; manual therapy and exercise prescription. Offers core stability classes. Registered provider for Medicare, DVA, Workers Compensation, CTP, private health funds, NDIS for people with disability.
Hours: Mon- Wed- Fri 9am–6pm Thurs by appt only
Fees: Pensioner concession. Rebates from Medicare, private health funds, DVA, CTP. NDIS provider
Area Served: Newcastle
Alternative Names: Edgeworth Physiotherapy P/L
Salvation Army Moneycare Newcastle
See Page 9

Samaritans
See Page 11

The Hunter Dementia and Memory Resource Centre
Phone: 4962 7000  Fax: 02 4962 7070
2 Percy St, Hamilton 2303
Email: nsw.hunter@alzheimers.org.au
Web: www.fightdementia.org.au/
Service Description: Counselling, information resources, Carer, Professional and Volunteer Education, Singing Group, Mobile Memory Van, Support Groups, Cafe Groups, Secure Sensory Garden
Hours: 9am - 4pm Monday to Friday
Disability Access: Yes (Ramps, pathways and toilets)
Area Served: Hunter Region
Parent Organisation: Alzheimers Australia NSW
The Mobile Shiatsu Clinic  
**Phone:** 0478 740 727  
**Mail to:** 36 Lewis St, Maryville 2293  
**Email:** mobileshiatsu@gmail.com  
**Web:** www.mobileshiatsu.com  
**Service Description:** Shiatsu Massage is a holistic healing modality that uses Chinese medicine to help alleviate imbalance with the body. Shiatsu aims to restore the health of the body by addressing the root cause of the symptoms.  
**Hours:** Monday - Sunday 9am - 7pm  
**Fees:** 1 hour treatment is $90, pensioners $70, rebates available  
**Disability Access:** Yes (It is recommended a home visit for those with physical disability)  
**Area Served:** Newcastle

The Royal Society for the Blind  
**Phone:** 4956 2282  
**Mail to:** 151 Lambton Rd, Broadmeadow 2292  
**Email:** rsbhunter@rsb.org.au  
**Web:** www.rsb.org.au  
**Service Description:** RSB provides support to those who are vision impaired within the Hunter community. Services include occupational therapy, orientation & mobility, and social work services to those with a vision impairment. This support, along with low vision aids, are FREE to those over the age of 65 with a diagnosed vision impairment (or over 50 for Aboriginal/Torres Strait Islanders). Services are provided at your home.  
**Hours:** 9am - 4.30pm  
**Area Served:** Hunter Region

Total Podiatry Solutions P/L  
**Phone:** 4952 7131  
**Fax:** 02 4952 7182  
**Mail to:** Unit 3A, Adamstown Plaza, 289 Brunker Rd, Adamstown Plaza 2289  
**Email:** office@podiatrysolutions.com.au  
**Web:** www.podiatrysolutions.com.au  
**Service Description:** Podiatry practice, which includes children and adults with various disabilities. Refunds from private health insurance, or from Medicare through Enhanced Primary Health Care plan (eligible if chronic condition and complex care needs). NDIS provider.  
**Fees:** Fees apply  
**Area Served:** Hunter

Vision Australia - Hunter  
**Phone:** 4927 3300, 1300 847 466  
**Fax:** 1300 847 329  
**Mail to:** 7-9 Beaumont St, Hamilton 2303  
**Email:** allnewcastle@visionaustralia.org  
**Web:** www.visionaustralia.org  
**Service Description:** Vision Australia assists children and adults who are blind or vision impaired to more fully participate in their choice of activities by providing specialist staff; information; technology and resources for individual needs. Services include: advice and equipment to manage daily tasks like cooking, phoning, reading, writing and sewing. Low vision clinics and information on eye conditions; someone to talk to about sight loss, online or phone groups; talking book and braille library; assistance with employment and study; advice and training in computers and technology; transcription of written material; assistance to employees and employers; services for children and families. Other offices exist at Coffs Harbour 02 6651 1863, Lismore 02 6622 8383, Central Coast Office at Gosford 02 4325 3686, Central West Office at Orange 02 6362 6633, Canberra 02 6247 1000.  
**Hours:** Mon-Fri 9am-5pm  
**Fees:** Nil for direct client service at present.  
**Disability Access:** Yes (level entry, tactile indicators, hearing loop)  
**Area Served:** Newcastle

Woodlands Lodge Aged Care Facility (United Protestants Association)  
**See Page 7**

**Home Care**

Ageing, Disability & Home Care - Hunter  
**See Page 3**
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Newcastle Community Directory</th>
</tr>
</thead>
</table>
| This service takes calls from the community and other organisations to provide them with information about services for older people and people with a disability, as well as to take referrals for people who are eligible for ADHC services. | **Phone:** 1300 205 268  **Fax:** 02 4946 3799  
**Ivl 5, 670 Hunter St, Newcastle West 2302**  
**Mail to:** PO Box 2161, Dangar 2309  
**Email:** hunter.iri@facs.nsw.gov.au  
**Web:** www.adhc.nsw.gov.au  
**Service Description:** This service takes calls from the community and other organisations to provide them with information about services for older people and people with a disability, as well as to take referrals for people who are eligible for ADHC services.  
**Hours:** Mon-Fri 9am-5pm  
**Disability Access:** Yes (ramp and lift)  
**Area Served:** Hunter Region  
**Alternative Names:** Australian Home Care Services (AHCS)  
**Phone:** 1300 303 770  **Fax:** 1300 557 532  
16 Brunker Rd, Broadmeadow 2292  
**Mail to:** P.O Box 278, Alexandria 2015  
**Email:** care@ahcs.org.au  
**Web:** www.ahcs.org.au  
**Service Description:** Services offered include domestic assistance, personal care, meal preparation, community access, respite care, overnight care, to people with disabilities, older people, Attendant care clients, and corporate (insurance, brokerage) customers. 24 hour emergency support. NDIS provider. This subsidiary of the MS Society operates in NSW, VIC and QLD.  
**Hours:** Mon-Fri 8:30am-5:30pm  
**Fees:** Varies with service, contact for details  
**Disability Access:** Yes (level entry and toilet)  
**Area Served:** Hunter; New England  
**Parent Organisation:** MS Society Ltd  
**Australian Red Cross - Telecross Service**  
**Phone:** 4941 3200  **Fax:** 02 4950 9118  
**Mail to:** Level 2, 165 Lambton Rd, Broadmeadow 2292  
**Web:** www.redcross.org.au  
**Service Description:** A service that provides the elderly and housebound with a reassuring daily phone call to ensure that they are safe and well.  
**Area Served:** Hunter Region  
**Parent Organisation:** Australian Red Cross  
**Australian Unity Home Care - Newcastle Branch**  
**Calvary Community Care**  
**See Page 3**  
**Catholic Community Services**  
**See Page 13**  
**CH2 Aged and Community Care & Intouch - Newcastle**  
**See Page 13**  
**Community Nursing**  
**Phone:** 4961 2686  **Fax:** 02 4969 5149  
32 Union St, Tighes Hill 2297  
**Email:** office@mercyservices.org.au  
**Web:** www.mercyservices.org.au  
**Service Description:** Commonwealth Home Support Programme Service providing assistance with the cleaning chores in clients home to include vacuuming, cleaning bath/shower, washing floors, hanging out the washing, changing linen. My Aged Care 1800 200 422, for people over 65 years or National Disability Insurance Agency 1800 800 110, for younger people with a disability.  
**Hours:** Mon - Fri 7:00am - 5:00pm  
**Fees:** Dependant on client circumstances. Usually from $11.90 per hour for regular work.  
**Area Served:** Newcastle, Lake Macquarie  
**Parent Organisation:** Mercy Services  
**Dial-An-Angel P/L - Newcastle**  
**See Page 11**  
**Domestic Assistance**  
**Phone:** 4961 2686  **Fax:** 02 4969 5149  
32 Union St, Tighes Hill 2297  
**Email:** office@mercyservices.org.au  
**Web:** www.mercyservices.org.au  
**Service Description:** Domestic Assistance  
**Hours:** Mon - Fri 8:30am-5:30pm  
**Fees:** Varies with service, contact for details  
**Disability Access:** Yes (level entry and toilet)  
**Area Served:** Hunter Region  
**Parent Organisation:** Mercy Services  
**Australian Red Cross - Newcastle Branch**  
**See Page 12**  
**BaptistCare Warabrook Centre**  
**See Page 3**  
**Calvary Community Care**  
**See Page 3**  
**Catholic Community Services**  
**See Page 13**  
**CH2 Aged and Community Care & Intouch - Newcastle**  
**See Page 13**  
**Community Nursing**  
**Phone:** 4961 2686  **Fax:** 02 4969 5149  
32 Union St, Tighes Hill 2297  
**Email:** office@mercyservices.org.au  
**Web:** www.mercyservices.org.au  
**Service Description:** Qualified and experienced registered nurses assisting people in the clients home. Services include: support, short term personal care, wound care, organisation of medication, basic foot care, referral to other services.My Aged Care 1800 200 422, for people over 65 years or National Disability Insurance Agency 1800 800 110, for younger people with a disability.  
**Hours:** Mon - Fri 8:30 - 5:00pm (flexible)  
**Fees:** Donation for wound dressing products is appreciated  
**Area Served:** Newcastle, Lake Macquarie  
**Parent Organisation:** Mercy Services  
**Dial-An-Angel P/L - Newcastle**  
**See Page 11**  
**Domestic Assistance**  
**Phone:** 4961 2686  **Fax:** 02 4969 5149  
32 Union St, Tighes Hill 2297  
**Email:** office@mercyservices.org.au  
**Web:** www.mercyservices.org.au  
**Service Description:** Commonwealth Home Support Programme Service providing assistance with the cleaning chores in clients home to include vacuuming, cleaning bath/shower, washing floors, hanging out the washing, changing linen. My Aged Care 1800 200 422, for people over 65 years or National Disability Insurance Agency 1800 800 110, for younger people with a disability.  
**Hours:** Mon - Fri 7:00am - 5:00pm  
**Fees:** Dependant on client circumstances. Usually from $11.90 per hour for regular work.  
**Area Served:** Newcastle, Lake Macquarie  
**Parent Organisation:** Mercy Services
Hamilton Meals on Wheels  
**Phone:** 4969 4292  **Fax:** 02 4965 4261  
Girl Guides Hall, Thomas St, Hamilton 2303  
**Email:** hamilton@mow.net.au  
**Web:**  
**Service Description:** Home Delivered meals  
**Hours:** Mon, Wed, Fri 8.00am - 1.00pm  
**Area Served:** Hamilton  
**Parent Organisation:** Newcastle MOW Inc  
Head Office Adamstown PH: 02 4957 7097

Hunter New England Local Health District  
See Page 17

Integratedliving Australia Ltd  
See Page 18

integratedliving Australia Ltd  
See Page 18

Jesmond Neighbourhood Centre  
See Page 18

Karumah  
See Page 18

Kathy Pritchard OT (Occupational Therapist)  
See Page 19

Lambton Meals on Wheels  
**Phone:** 4957 0482  **Fax:** 02 4952 9042  
61 De Vitre St, Lambton 2299  
**Email:** lambton@mow.net.au  
**Web:** mow.net.au/  
**Service Description:** Home delivered meals  
**Hours:** Mon, Wed, Fri  
**Area Served:** Lambton  
**Parent Organisation:** Newcastle and District MOW Head Office Adamstown PH: 02 4957 7097

Mayfield Meals on Wheels  
**Phone:** 4967 2777  **Fax:** 02 4967 7609  
154 Crebert St, Mayfield 2304  
**Email:** mayfield@mow.net.au  
**Web:** www.mow.net.au  
**Service Description:** Home delivered meals  
**Hours:** Mon, Wed, Fri - 7am to 1pm.  
**Disability Access:** Yes  
**Area Served:** Mayfield  
**Parent Organisation:** Newcastle Meals on Wheels PH 4957 7097

McAuley Community Housing  
See Page 6

Mercy Services - Elermore Vale  
See Page 6

Mercy Services - Home Maintenance  
**Phone:** 4961 2686  **Fax:** 02 4969 5149  
32 Union St, Tighes Hill 2297  
**Email:** office@mercyervices.org.au  
**Web:** mercyervices.org.au  
**Service Description:** Provides regular lawn mowing, one-off rubbish removal, home repairs, changing of light globes and tap washers, contracting of licensed tradespersons for older people, people with disabilities, and their carers living in the Newcastle area. NDIS provider.  
**Hours:** Mon-Fri 8am-4:30pm  
**Fees:** Government subsidised fees or full cost recovery  
**Area Served:** Newcastle  
**Parent Organisation:** The Institute of Sisters of Mercy Australia & Papua New Guinea

Mercy Services - Hunter  
See Page 6

Mercy Social Support  
**Phone:** 4961 2686  **Fax:** 02 4969 5149  
32 Union St, Tighes Hill 2297  
**Email:** office@mercyervices.org.au  
**Web:** mercyervices.org.au  
**Service Description:** Commonwealth Home Support Programme Service where volunteers provide services tailored to an individuals needs (eg. Home visits, phone calls, group outings, in-home respite care, information, referral, transport, helping with forms, bills, banking, shopping, advocacy and pet care).  
**Hours:** Mon - Fri 8:30am - 5pm  
**Fees:** Nominal Contribution is able  
**Area Served:** Newcastle  
**Parent Organisation:** Mercy Services

Newcastle District Nursing Service (NDNS)  
See Page 20
Newcastle Meals on Wheels Inc  
**Phone:** 4957 7097  **Fax:** 02 4952 3563  
273 Brunker Rd, Adamstown 2289  
**Email:** sso@mow.net.au  
**Web:** www.mow.net.au  
**Service Description:** Volunteers deliver meals weekly on Mon, Wed, Fri at 8am-1pm to frail aged people, people with disabilities and their carers who live in their homes. Branches located at: Boolaroo 02 4958 2560, Hamilton 02 4969 4292, Lambton 02 4957 0482, Mayfield 02 4967 2777, Merewether 02 4963 6386, Stockton 02 4928 2810 and Wallsend 02 4951 2915. NDIS provider.  
**Hours:** Mon-Fri 8am-3pm  
**Fees:** Contact for details  
**Disability Access:** Yes (wheelchair accessible)  
**Area Served:** Hunter HACC  
**Alternative Names:** Newcastle and District Meals on Wheels Inc  

Novacare Community Services Ltd  
See Page 11  

Saving Time P/L  
**Phone:** 4957 7005  
Warehouse B1, 115 Griffith Rd, Lambton 2299  
**Email:** admin@savingtime.net.au  
**Web:** www.savingtime.net.au  
**Service Description:** Offers a comprehensive property and facility maintenance and lawn mowing service. Home repair and renovations (bathroom, kitchen, disability) to improve safety and access; cleaning; labouring; rubbish removal and painting. Also lawn and garden care and landscaping. NDIS provider.  
**Hours:** 24 hours  
**Area Served:** Hunter Region  

Stockton Meals on Wheels  
**Phone:** 4928 2810  **Fax:** 02 4928 4864  
74 Mitchell St, Stockton 2295  
**Mail to:** PO Box 165, Stockton 2295  
**Email:** stockton@mow.net.au  
**Web:** www.mow.net.au  
**Service Description:** Home delivered meals servicing Stockton and Fern Bay.  
**Hours:** Mon, Wed, Fri  
**Area Served:** Newcastle  
**Parent Organisation:** Newcastle Meals on Wheels  
**PH:** 02 4957 7097  

The Plan Centre of Newcastle P/L  
**Phone:** 4952 7500  **Fax:** 02 4956 1437  
153 Lambton Rd, Broadmeadow 2292  
**Email:** mail@plancentre.com.au  
**Web:** www.plancentre.com.au  
**Service Description:** The firm’s staff complete the process for residential, commercial and specialty housing from site inspection; design; development application; liaison with Council and consultants; tendering; site inspections and liaison with builders during construction. NDIS provider for home modification design and construction.  
**Hours:** Mon-Fri 9am-5pm; other times by appointment  
**Fees:** Negotiated. NDIS provider.  
**Area Served:** Hunter Region  

Uniting Hunter Community  
**Phone:** 1800 486 484  **Fax:** 02 8836 6444  
30 Barber St, Mayfield 2304  
**Mail to:** PO Box 317, Mayfield 2304  
**Email:** homecare@uniting.org  
**Web:** www.uniting.org  
**Service Description:** Uniting Hunter Community Care offer the following services to the greater Newcastle, Port Stephens, Lake Macquarie and Singleton areas: • Community Aged Care Packages (CACPs) • Home Nursing Services • In Home Respite Services  
**Hours:** Provide 7 days a week care services  
**Fees:** Dependent on service  
**Area Served:** Hunter Region  
**Alternative Names:** Community Care Services  
**Parent Organisation:** Uniting  

Wallsend Area Community Carers Inc (WACCI)  
See Page 12  

Wallsend Carers – Mercy Services  
**Phone:** 4950 2555  **Fax:** 02 4950 2280  
Neal House Off Shields Lane, Wallsend 2287  
**Mail to:** PO Box 49, Wallsend 2287  
**Email:** wacci1@bigpond.com  
**Web:** mercyservices.org.au  
**Service Description:** Home support program - shopping / social activities / transport. Either group or individual  
**Hours:** Mostly Mon-Fri 8-3pm  
**Fees:** Depends on service  
**Transport:** Group or Individual Transport  
**Area Served:** Hunter Region
Information

Adamstown Combined Pensioners
Phone: 4952 7000
153A Brunker Rd, Adamstown 2289
Mail to: PO Box 140, Adamstown 2289
Service Description: Friday morning - Bingo
Thursday morning - Indoor Bowls
Monthly and yearly bus trips - 1 day and 7 days
Concerts and Functions for the elderly.
Hall Hiring.
Hours: Thursday and Friday 9.00am - 2.00pm
Fees: $15.00 per hour
Transport: Local pick-up or Public bus stop opposite.
Disability Access: Yes (Front & rear entry ramps. Disabled toilets.)
Languages spoken: English
Area Served: Hunter Region

Alice Ferguson Community Centre
Phone: 4963 6420
26 - 30 Caldwell St, Merewether 2291
Mail to: PO Box 3295, Merewether 2291
Email: info@newlake.com.au
Service Description: Multi Purpose Centre
Hours: Mon - Fri 8:30am - 5:00pm
Fees: Refer to Council's Fees & Charges
Transport: Public
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: New Lake Peer Support

Alzheimer's Australia NSW - Hunter
See Page 8

Anti-Discrimination Board of NSW - Newcastle
See Page 8

Awabakal Aboriginal Medical Centre
See Page 10

Beresfield & District Senior Citizens & Pensioners Association
Phone: 4966 2338
19 Irving St, Beresfield 2322
Mail to: PO Box 198, BERESFIELD 2322
Email: beresfielddeniors@gmail.com
Service Description: Social activities for seniors
Hours: Every 2nd Monday 10:30am start
Fees: $10.00 per year
Area Served: Hunter Region

Catholic Community Services
See Page 13

Centrelink Customer Service Centre - Wallsend
See Page 4

CH2 Aged and Community Care & Intouch - Newcastle
See Page 13

Family Law Courts - Newcastle Registry
See Page 17

Guide Dogs NSW / ACT - Hunter, Central Coast
See Page 8

Heart Foundation - Newcastle Branch
See Page 9

Jesmond Neighbourhood Centre
See Page 18

Lambton Senior Citizens Group
Phone: 4952 6572
Anglican Church Hall, Morehead St, Lambton 2299
Mail to: PO Box 75, Lambton 2299
Email: revmaree@bigpond.com
Service Description: Cards/Canaster - Thursday 8.30am - 12pm
Carpet Bowls - Thursdays 12.30pm - 3pm
Hours: Thursdays 9am - 4pm
Fees: $5 per year
Languages spoken: English
Area Served: Lambton

New Lambton Senior Citizens & Pensioners Association
Phone: 4963 4631
Community Centre, 14 Alma Rd, New Lambton 2305
Mail to: 5/85 Berner St, Merewether 2291
Email: newlambtoncommunity@gmail.com
Service Description: To promote the rights, dignity and well-being of pensioners of all ages, Superannuants and low income retirees
Hours: Every Thursday 10:00am - 2:30pm
Fees: $10 per year
Transport: Close to public transport
Disability Access: Yes (Ground level access to meeting hall)
Area Served: Hunter Region

Salvation Army Moneycare Newcastle
See Page 9

Vision Australia - Hunter
See Page 21
Wesley Community Visitors Scheme
**Phone:** 4915 3685  **Fax:** 02 4915 3693
16 Wood St, Newcastle West 2302
**Email:** dianne.rodgers@wesleymission.org.au
**Web:** www.wesleymission.org.au/donate
**Service Description:** Volunteer visitors provide social support for residents of aged care facilities or who are still living at home with assistance through a Home Care Package
**Hours:** Mon - Thu 8:00am - 4:00pm
**Area Served:** Hunter Region

**Integratedliving Australia Ltd**
See Page 18
**Integratedliving Australia Ltd**
See Page 18

**Karumah**
See Page 18

**McAuley Community Housing**
See Page 6

**Mercy Day Centre - Newcastle**
**Phone:** 4961 2686  **Fax:** 02 4969 5149
32 Union St, Tighes Hill 2297
**Email:** office@mercyservices.org.au
**Web:** mercyservices.org.au
**Service Description:** Day Centre provides hot lunch and various centre-based activities and entertainment, and community outings for older people, people with disabilities and their carers living in the Newcastle area. NDIS provider.
**Hours:** Mon-Thu 10am-2:30pm
**Fees:** $14.30 per day for CHSP clients includes transport, morning tea, hot lunch. Costs vary for those providing their own transport and for special outings.
**Transport:** Can be provided to those living near Tighes Hill
**Disability Access:** Yes
**Area Served:** Newcastle

**Holy Apostles Greek Orthodox Day Care Centre**
**Phone:** 4961 2333  **Fax:** 02 4961 0654
11-17 Steel St, Hamilton 2303
**Mail to:** PO Box 78, Hamilton 2303
**Email:** holyapostlesnsw@optusnet.com.au
**Service Description:** Service for frail aged, disabled & carers
**Hours:** Every Tuesday 10:00am - 2:00pm
**Disability Access:** Yes
**Languages spoken:** Greek
**Area Served:** Hunter Region

**Hunter Multicultural Respite Services**
See Page 17

**Integratedliving Australia Ltd**
See Page 18
**Integratedliving Australia Ltd**
See Page 18

**Karumah**
See Page 18

**McAuley Community Housing**
See Page 6

**Mercy Day Centre - Newcastle**
**Phone:** 4961 2686  **Fax:** 02 4969 5149
32 Union St, Tighes Hill 2297
**Email:** office@mercyservices.org.au
**Web:** mercyservices.org.au
**Service Description:** Day Centre provides hot lunch and various centre-based activities and entertainment, and community outings for older people, people with disabilities and their carers living in the Newcastle area. NDIS provider.
**Hours:** Mon-Thu 10am-2:30pm
**Fees:** $14.30 per day for CHSP clients includes transport, morning tea, hot lunch. Costs vary for those providing their own transport and for special outings.
**Transport:** Can be provided to those living near Tighes Hill
**Disability Access:** Yes
**Area Served:** Newcastle

**Holy Apostles Greek Orthodox Day Care Centre**
**Phone:** 4961 2333  **Fax:** 02 4961 0654
11-17 Steel St, Hamilton 2303
**Mail to:** PO Box 78, Hamilton 2303
**Email:** holyapostlesnsw@optusnet.com.au
**Service Description:** Service for frail aged, disabled & carers
**Hours:** Every Tuesday 10:00am - 2:00pm
**Disability Access:** Yes
**Languages spoken:** Greek
**Area Served:** Hunter Region

**Hunter Multicultural Respite Services**
See Page 17
Polish Day Care Centre
**Phone:** 4960 8248  **Fax:** 02 4960 8249
122 Chatham Rd, Broadmeadow 2292
**Mail to:** PO Box 318, Waratah 2298
**Email:** milan@eccnewcastle.org.au
**Web:** www.eccnewcastle.org.au
**Service Description:** Service for the diverse need of all over 65 people within the Hunter Region's multicultural communities by offering Health & Wellness Centres
**Hours:** Tues, Wed, Thurs 09:00am - 2:00pm
**Fees:** $9 lunch
**Transport:** Service Minibus
**Disability Access:** Yes (Toilet)
**Languages spoken:** Polish
**Area Served:** Hunter Region
**Parent Organisation:** Ethnic Communities Council

St Luke's Wallsend Day Care Centre
**Phone:** 4951 6357 (Ruth Constable Coordinator)
St Luke's Church Hall, Metcalfe St, Wallsend 2287
**Mail to:** c/- 7 John St, Wallsend 2287
**Email:** pj.stock@bigpond.com
**Service Description:** The centre provides social, physical and mental stimulation for the frail aged and elderly members of the community who may be isolated due to incapacity or age. Day care incorporating social activities with morning tea and lunch provided.
**Hours:** Thursday 9:45am - 2:00pm
**Fees:** $6.00 per member
**Transport:** Own transport required
**Disability Access:** Yes (ramp for easy access plus disabled toilet.)
**Area Served:** Newcastle;

Uniting Hunter Community
See Page 24

Wallsend Carers – Mercy Services
See Page 24

Wallsend Baptist Seniors Fellowship
**Phone:** 4951 7089
Church Hall, 58 Cowper St, Wallsend 2287
**Mail to:** PO Box 376, Wallsend 2287
**Email:** wbcpastor@netspace.net.au
**Web:** www.wallsendbaptist.org.au
**Service Description:** Meet at 10am on THE FIRST TUESDAY of the month - morning tea, community singing etc, concert.
**Hours:** First Tuesday Of Month 10:00am - 12noon
**Fees:** $5
**Disability Access:** Yes
**Area Served:** Hunter Region

Social / Recreation

Calvary Community Care - St Lukes Social Centre Day Respite Care
See Page 13

Community Stroke Team
See Page 14

Computerpals for Seniors Newcastle Inc
See Page 8

Dancing and Tai Chi with U3A
**Phone:** 0479 193 182
**Email:** newcastleu3a.au@gmail.com
**Web:** www.hunter.u3anet.org.au
**Service Description:** U3A Move and Gentle Exercise Classes. Tai Chi, Body Stretch, Middle Eastern Choreography. Diverse range of gentle exercise and movement classes.
**Area Served:** Newcastle
Elermore Vale Men's Shed Inc
Phone: 0407 787 540
Rear, 129 Croudace Rd, Elermore Vale 2287
Mail to: PO Box 2031, Elermore Vale 2287
Email: mensshedev@gmail.com
Web: mens-shed-elerikore-vale.com/blog
Service Description: A non-profit organisation for men who are retired, aged 55 plus or unemployed aged 18 plus use a workshop with electrical tools; hand tools and materials to work on personal and community projects, as well as the community garden. This includes small repairs and building things for the local community for a small donation. Mentoring support, woodturning classes. Visitors welcome. Monthly meetings. Supported by Newcastle City Council.
Hours: Mon-Fri 9am-1:30pm
Fees: Contact for details
Transport: Near public bus on Croudace St
Disability Access: Yes (contact for details)
Area Served: Newcastle
Parent Organisation: South Wallsend and Neighbourhood Development Group Inc
Guide Dogs NSW / ACT - Hunter, Central Coast
See Page 8
Integratedliving Australia Ltd
See Page 18
integratedliving Australia Ltd
See Page 18
Jesmond Neighbourhood Centre
See Page 18
Karumah
See Page 18
Knit and Natter Group
Phone: 0411 204 418
Mayfield Church of Christ, Mayfield 2304
Service Description: Knitting social Group in Mayfield
Area Served: Newcastle
Ladies Probus Club of Newcastle
Phone: 0438 622 608
Web: www.probussouthpacific.org/
Disability Access: Yes
Area Served: Newcastle
Parent Organisation: Probus South Pacific Limited
Mall Walking Group
Stockland Jesmond, Blue Gum Rd, Jesmond 2299
Service Description: Seniors Mall Walker Group
Area Served: Newcastle
Alternative Names: Stockland Jesmond Mall Walking Group
Merewether Surf Life Saving Club Inc
Phone: 4963 7972
Cnr John Pde & Henderson Pde, MEREWETHER 2291
Mail to: PO Box 19, MEREWETHER 2291
Email: mslsc.secretary@gmail.com
Web: www.merelwetherslsc.com.au
Service Description: Merewether Beach is located on the east coast of Australia approximately 60 N.M. north of Sydney. The beach is one of three on a stretch of sand approximately 1000 metres in length. The other beaches to the north being Dixon Park Beach and Bar Beach. Merewether Surf Lifesaving Club provides volunteer lifesavers to patrol the beach.
Hours: Patrols run 9.00am-5.00pm every Saturday and Sunday between October - May
Fees: Varies depending on age and membership category
Transport: Public transport - bus stop nearby
Disability Access: Yes (Beach wheelchair available for use (contact Secretary). Ramp access to beach. Ground floor access to)
Area Served: Hunter Region
Parent Organisation: Hunter Surf Life Saving
Newcastle Aquatic Physiotherapy
See Page 19
Newcastle Bridge Club
Phone: 4961 3633
12 Young Rd, Broadmeadow 2292
Mail to: PO BOX 257, Hamilton 2303
Email: admin@newcastlebridge.org
Web: www.newcastlebridge.org
Service Description: Duplicate Bridge 7 sessions a week.
Hours: Mon 12.45pm, 6.45pm. Tue 9.15am. Wed 10.15am & 7.15pm, Thur 9.15am, Fri 9.15am, Sat 12.45pm.
Fees: Table Fees $6.00, $7.00 for non members, $3.00 for full time students
Disability Access: Yes
Area Served: Newcastle
Newcastle Community Directory

Newcastle District Bowling Association (Zone 2) Inc
Phone: 4929 3441  Fax: 02 4929 1699
cnr National Park St and Parry St, Newcastle West 2302
Email: ndba@pacific.net.au
Web: www.ndba.com.au
Service Description: Lawn Bowls administration
Hours: Daily 8.30am – 5pm
Transport: Close to Bus and train
Area Served: Newcastle, Lake Macquarie, Port Stephens; Great Lakes
Parent Organisation: Royal NSW Bowling Association

Newcastle Elderly Citizens Centre
Phone: 4926 2324
4 Laing St, Newcastle 2300
Email: chris.hunt@mercyservices.org.au
Service Description: You can enjoy our meals and fun activities such as: card/games morning, musical bingo (free) or visiting Entertainers, gentle exercise is offered to interested patrons. Small library is also available.
Hours: 9.00am - 2.00pm Monday - Friday
Area Served: Newcastle

Newcastle Scrabble Club
Phone: 4968 4459
Meets at: Wests, King St, Newcastle West 2302
Service Description: Scrabble Club for Seniors and beginner scrabble players.
Hours: 12pm - 4pm Sat
Area Served: Newcastle

Newcastle Spinners and Weavers Guild
Phone: 0402 817 716
Meets at: Crompton Rd, New Lambton 2305
Mail to: PO Box 28, ADAMSTOWN 2289
Email: info@newcastlespinnersandweavers.org.au
Web: www.newcastlespinnersandweavers.org.au
Service Description: Newcastle Spinners and Weavers encourage and support the fibre crafts of spinning, weaving, felting, knitting and crocheting through meetings, demonstrations, workshops, mini workshops and social interaction. A not for profit association to foster and encourage the skills in spinning and weaving.
Hours: 10am - 2pm
Fees: $30 p.a. individual membership, $25 + $5 per person family, door fee of $2
Area Served: Hunter Region;

Newcastle Video Moviemakers Inc
Meets at: Jesmond Neighbourhood Centre, 44 Mordue Pde, Jesmond 2299
Mail to: PO Box 67, ADAMSTOWN 2289
Email: contact@nvm.org.au
Web: www.nvm.org.au
Service Description: The group aims to teach video film making through the production of films, peer support and education. Meeting on the first Wednesday of each month at 7.30pm at Jesmond Neighbourhood Centre.
Hours: 7.30pm - 10.30pm first Wednesday of every month
Fees: Yes - please call or email for information on current joining fees
Disability Access: Yes
Area Served: Newcastle
Parent Organisation: Federation of Australian Movie Makers Ltd

Northcott - Hunter New England
See Page 7

Nova Bella Women's Singing Group
Phone: 4961 4525
Meets at: Merewether Uniting Church, 178 Glebe Rd, Merewether 2291
Email: sarahwhteron@gmail.com
Web: www.merewether.org.au/singing-for-joy-womens-choir/
Service Description: Acapella singing and community in a relaxed nurturing environment. Popular tunes, gospel, classical, World Music from Australia, Ireland, Wales, Africa, Brazil, Macedonia, Georgia and Bulgaria. All Welcome! You do not need to read music, sing perfectly in tune etc NO AUDITIONS! Just loads of laughs and lots of fun! Tea Coffee and biscuits included (byo mug)
Hours: Thursday 7pm - 9pm
Fees: $15 full, $13 senior/low income, $11 concession
Area Served: Newcastle

Rebound Physiotherapy P/L
See Page 20

Steel City Malibu Club
Phone: 0488 426 987
Dixon Park Beach, Newcastle 2300
Email: roger.clements@newcastle.edu.au
Service Description: The club was formed in 1982 and is still going strong. We hold club contests at Dixon Park Beach at 7am, except during July and August. Divisions include over 50’s, over 60’s, old mal and an Anything Goes event (for surfboards 8’ and under)
Area Served: Newcastle
### Support Services / Groups

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Phone Numbers</th>
<th>Email</th>
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<th>Description</th>
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<td>ADHC - Hunter Residences</td>
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<td>Ageing, Disability &amp; Home Care - Hunter</td>
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<td>Ageing, Disability and Home Care (ADHC) Hunter - Information, Referral and Intake</td>
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<td>Alice Ferguson Community Centre</td>
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<tr>
<td>Ansteys Healthcare</td>
<td>Phone: 4040 6161  Fax: 02 4040 6171  70 Brunker Rd, Broadmeadow 2292</td>
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<td>Email: <a href="mailto:shop@ansteys.com.au">shop@ansteys.com.au</a></td>
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<td>Service Description: Hire and Sale of invalid aids, arthritic products, back care, bath/shower aids, bedroom, daily living aids, mobility aids, pressure care, swivel seats, lift chairs, seating, toilet aids and wheelchairs. Medical products, rehabilitation aids, respiratory products, surgical aids and CPAP machines.</td>
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<td>Area Served: Hunter HACC</td>
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<tr>
<td>Australasian Independent Living Aids (AILA) Pty Ltd</td>
<td>Phone: 4967 7947  Unit 8, 8 Channel Rd, Mayfield West 2304</td>
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<td>Mail to: PO Box 216, Wickham 2293</td>
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<td>Email: <a href="mailto:info@ailagroup.com.au">info@ailagroup.com.au</a></td>
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<td>Service Description: ‘Australian Independent Living Aids’ (AILA) supply the US-designed and manufactured BRUNO Stair lifts and Vertical Platform Lifts backed by BRUNO’s Gold Warranty which gives five years on major components and two years on parts. BRUNO products are ISO 9001 certified.</td>
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<td>Alternative Names: formerly Scooters and Mobility - Hunter Region</td>
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<td>Calvary St Joseph’s Retirement Community</td>
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<td>Centrelink Customer Service Centre - Mayfield</td>
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<td>CH2 Aged and Community Care &amp; Intouch - Newcastle</td>
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<td>Community Options Unit Hunter/New England</td>
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<td>Community Stroke Team</td>
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</table>
Conservatorium Brainwaves Stroke Choir
Newcastle  
**Phone:** 4921 8900  
cnr Auckland and Laman St, Newcastle 2300  
**Email:** conservatorium@newcastle.edu.au  
**Service Description:** Meetings are on Saturdays of the school term, 12 noon – 2 pm. Includes afternoon tea. Rehearsals held in the Conservatorium Concert Hall, 1st floor (same as main entrance), Newcastle Conservatorium of Music, cnr Auckland and Laman Streets, Newcastle.  
**Area Served:** Newcastle  

Department of Human Services - Centrelink  
See Page 10  

Dial-An-Angel P/L - Newcastle  
See Page 11  

Domestic Assistance  
See Page 22  

Elermore Vale Men's Shed Inc  
See Page 28  

Embroiderers Guild of NSW Newcastle Branch  
**Phone:** 4929 1805  
14 Alma Rd, New Lambton 2305  
**Mail to:** NSW Embroiderers' Guild Newcastle Branch, PO Box 74, New Lambton 2305  
**Email:** newcastleembroiderersguild@gmail.com  
**Web:** embroiderersguildnsw.org.au/Groups/Newcastle-Branch  
**Service Description:** Meet Mondays from February through to November from 9.30am to 9.00pm. Hand Embroidery and Needlework, social meetings and classes, all ages welcome. Workshops and classes are held regularly in a wide range of embroidery styles and techniques. Workshops have been held on many different techniques including Schwalm, Hardanger, Shadow-work, Stumpwork and Goldwork.  
**Hours:** 9.30am to 9.00pm  
**Area Served:** Newcastle  

GTK Rehab  
**Phone:** 4960 8033  
**Fax:** 02 4960 9081  
Unit 6, 2 Frost Dr, Mayfield West 2304  
**Email:** gtkrehab@gtkrehab.com.au  
**Web:** www.gtkrehab.com.au  
**Service Description:** Suppliers of all equipment for people with disabilities and the aged. These include wheelchairs: powered; manual and paediatric. Car seats; beds and mattresses; bathroom and toileting aids; alternative positioning; strollers; hoists; lifters; ramps; standing and walking frames; seating systems and general rehabilitation equipment. Distributes R82 products. Registered NDIS provider.  
**Hours:** Mon-Fri 9am-4:30pm  
**Disability Access:** Yes (Parking, toilet)  
**Area Served:** NSW, ACT  

Guide Dogs NSW / ACT - Hunter, Central Coast  
See Page 8  

Hamilton Meals on Wheels  
See Page 23  

Heart Foundation - Newcastle Branch  
See Page 9  

Holy Apostles Greek Orthodox Day Care Centre  
See Page 26
Hunter Medical Research Institute  
**Phone:** 4042 0000  **Fax:** 02 4042 0001  
Lot 1, Kookaburra Circuit, NEW LAMBTON HEIGHTS 2305  
**Email:** info@hmri.org.au  
**Web:** www.hmri.org.au/  
**Service Description:** Established in 1998 as a bold vision to improve community wellbeing in the Hunter Region of NSW has today evolved into a world-class institute with 1500 medical researchers, students and support staff striving to prevent, treat and defeat a multitude of serious illnesses. HMRI seeks community involvement and invites the public to HMRI to take part in clinical trials through the HMRI Research Register, hear our researchers talk about their work and recent research breakthroughs at regular public seminars, volunteer for HMRI, and bring the family along to the annual community Open Day. To keep up to date with what is happening at HMRI sign up to our mailing list.  
**Hours:** Monday - Friday 8.30am-5pm  
**Fees:** NA  
**Transport:** Public transport includes bus or taxi to hospital. Onsite parking is available for those who drive themselves.  
**Disability Access:** Yes (Accessible parking on site and lifts within the centre for ease of access)  
**Area Served:** Newcastle; Hunter Region  
**Alternative Names:** HMRI

Joy Cummings Centre Family Support  
**Newcastle**  
**Phone:** 4926 6289  **Fax:** 02 4929 5502  
**Meets at:** Joy Cummings Community Centre, 61-63 Scott St, Newcastle 2300  
**Mail to:** PO Box 629, Newcastle 2300  
**Email:** info@nfss.org.au  
**Web:** www.nfss.org.au  
**Service Description:** Joy Cummings Centre has equipped meeting rooms available for community groups, community organisations and businesses. Facility includes toilets and kitchen.  
**Hours:** 9.00am - 10.00pm for bookings  
**Fees:** Community Groups $30 per day Business $100 per day  
**Transport:** Bus, Car, Walk, Train  
**Languages spoken:** English, Spanish, French, Catalan  
**Area Served:** Newcastle  
**Alternative Names:** Joy Cummings Community Centre

Karumah  
See Page 18

Kathy Pritchard OT (Occupational Therapist)  
See Page 19

Lake Macquarie Ageing and Disability Panel  
**Phone:** 4921 0517  **Fax:** 02 4921 0575  
**Mail to:** PO Box 1906, Hunter Region MC 2310  
**Email:** council@lakemac.nsw.gov.au  
**Web:** www.lakemac.com.au  
**Service Description:** Advises council on all matters related to older people, carers and people with a disability.  
**Hours:** Mon-Fri 8:30am-4:30pm  
**Disability Access:** Yes (wheelchair accessible)  
**Area Served:** Lake Macquarie

Lambton Meals on Wheels  
See Page 23

Leukaemia Foundation  
See Page 6

Lindsay Gardens Aged Care Facility  
See Page 6

Mayfield Meals on Wheels  
See Page 23

McAuley Community Housing  
See Page 6

Mercy Day Centre - Newcastle  
See Page 26

Mercy Services - Brighter Futures for Children and Families  
See Page 11
Nextt Health
Phone: 4041 5311
Unit 1, 166 Hannell St, Maryville 2293
Email: reception@nextt.com.au
Web: nextt.com.au
Service Description: Provider of aged care, disability and Mental Health Supports. Provider of NDIS Supports and Support Coordination specialising in Autism Spectrum Disorders and complex neurological conditions.
Hours: Mon-Fri 9am-5pm
Fees: As per service agreements
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: AAA Nextt Pty Ltd

Northcott - Hunter New England
See Page 7

Novacare Community Services Ltd
See Page 11

Our Backyard
See Page 7

Rebound Physiotherapy P/L
See Page 20

Salvation Army Moneycare Newcastle
See Page 9

Samaritans
See Page 11

Saving Time P/L
See Page 24

Soul Cafe
See Page 7

St Luke's Wallsend Day Care Centre
See Page 27

Stockton Meals on Wheels
See Page 24

Telecross
Phone: 1800 827 677  Fax: 02 4950 9118
lvl 2, 165 Lambton Rd, Broadmeadow 2292
Email: nswtelecross@redcross.org.au
Web: www.redcross.org.au/nsw
Service Description: Free daily welfare phone call to check on client's wellbeing. Service is provided by Red Cross. Eligibility: 65 years and over; Aboriginal and Torres Strait Islanders 45 years and over.
Hours: 7 days a week, 7am-10am
Area Served: NSW
Alternative Names: Tennant Connect (previous name)

The Community Kitchen Merewether
See Page 12

The Friendship Circle
Phone: 0487 908 503
Service Description: A happy, fun, social friendship group for over 50's singles. Visit places of interest, picnics, walks, lunches, dinners, music, day trips and weekends away.
Area Served: Newcastle

The Hunter Dementia and Memory Resource Centre
See Page 20

The Mobile Shiatsu Clinic
See Page 21

The Plan Centre of Newcastle P/L
See Page 24

The Royal Society for the Blind
See Page 21

Total Podiatry Solutions P/L
See Page 21

Uniting Hunter Community
See Page 24
Veterans and Veterans Families Counselling Service  
**Phone:** 4915 0420  **Fax:** 02 4925 2361  
Unit 1/8 Auckland St, Newcastle 2300  
**Email:** vvcsnewcastle@dva.gov.au  
**Web:** www.VVCS.gov.au  
**Service Description:** VVCS is a specialised, confidential service that provides counselling and support to Australian veterans, peacekeepers, their families and eligible ADF personnel.  
**Hours:** Monday - Friday 9:00am - 5:00pm  
**Fees:** Nil  
**Disability Access:** Yes (Fully accessible)  
**Area Served:** Hunter Region  
**Parent Organisation:** Department of Veterans Affairs

Vision Australia - Hunter  
See Page 21  

Wallsend Area Community Carers Inc (WACCI)  
See Page 12  

Wallsend Baptist Seniors Fellowship  
See Page 27  

Wallsend Carers – Mercy Services  
See Page 24

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**Transport**

Australian Unity Home Care - Newcastle Branch  
See Page 12  

Calvary Community Care  
See Page 3  

Catholic Community Services  
See Page 13  

Centrelink Customer Service Centre - Mayfield  
See Page 4  

Centrelink Customer Service Centre - Wallsend  
See Page 4

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ECC Multicultural Neighbour Aid Program (ENAP)  
**Phone:** 4960 8248  **Fax:** 02 4960 8249  
Mail to: PO Box 318, Waratah 2298  
**Email:** office@ecnnewcastle.org.au  
**Web:** www.eccnewcastle.org.au  
**Service Description:** The ECC's Multicultural Neighbour Aid Program services are provided by the ECC volunteers. The aim of the program is to provide companionship and social support to people to remain independent, minimisation of isolation and help people to participate in community life, increase and maintain meaningful relationships. The program also provides social support which includes: home visits and telephone calls, transport to medical appointments and social outings, companionship to go out for coffee or lunch, assistance for shopping, bus trips and group outings respite for carers etc. 65 years or older, or 50 years or older if identified as Aboriginal and/or Torres Strait Islander person  
**Hours:** week days  
**Fees:** small client contribution depending on distance travelled  
**Transport:** Transport is provided by the ECC Volunteers  
**Languages spoken:** Diverse European Languages and English  
**Area Served:** Newcastle  
**Parent Organisation:** Ethnic Communities Council of Newcastle & Hunter region (ECC)
ECC Newcastle Multicultural Seniors Health and Wellness Centre

**Phone:** 4960 8248  **Fax:** 02 4960 8249

**Meets at:** 30 Crebert St, Mayfield 2304

Mail to: PO Box 318, Waratah 2298

**Email:** office@eccnewcastle.org.au

**Web:** [www.eccnewcastle.org.au](http://www.eccnewcastle.org.au)

**Service Description:** The ECC’s Multicultural Neighbour Aid Program services are provided by the ECC volunteers. The aim of the program is to provide companionship and social support to people to remain independent, minimisation of isolation and help people to participate in community life, increase and maintain meaningful relationships. The program also provides social support which includes: home visits and telephone calls, transport to medical appointments and social outings, companionship to go out for coffee or lunch, assistance for shopping, bus trips and group outings respite for carers etc. 65 years or older, or 50 years or older if identified as Aboriginal and/or Torres Strait Islander person

**Hours:** Weds, 9am - 2pm

**Fees:** Cost for morning tea and 3 course lunch is $9

**Transport:** Bus transport is available for $8 return trip

**Disability Access:** Yes

**Languages spoken:** German, Greek and English

**Area Served:** Newcastle

**Parent Organisation:** Ethnic Communities Council of Newcastle & Hunter region (ECC)

Mercy Services - Brighter Futures for Children and Families
See Page 11

Mercy Services - Elermore Vale
See Page 6

Mercy Services - Hunter
See Page 6

Wallsend Area Community Carers Inc (WACCI)
See Page 12

Wallsend Carers – Mercy Services
See Page 24
Arts and Culture

Hunter Arts Network
Phone: 0411 176 089
Mail to: 7 Minimbah Place, Wallsend 2287
Email: publicity@hunterartsnetwork.org
Web: www.hunterartsnetwork.org
Service Description: The Hunter Arts Network is a non-profit incorporated membership or artists, designers, jewelers and craft people from the Hunter. New members are welcome and are invited to apply for a stall at Art Bazaar. Hunter Arts Network promotes members and their work through the Art Bazaar, newsletter, blog, website and social media.
Fees: Membership $50 per individual, $80 groups of fewer than three, $100 for larger groups
Disability Access: Yes (All Art Bazaars are on flat ground, level with street)
Area Served: Hunter Region

Newcastle Art Gallery Society
Phone: 4974 5123
Newcastle Art Gallery, 1 Laman St, NEWCASTLE 2300
Mail to: PO Box 1727, NEWCASTLE 2300
Email: gallerysociety@ncc.nsw.gov.au
Web: www.nag.org.au
Service Description: Newcastle Art Gallery Society aims to stimulate wide community interest and involvement in Newcastle Art Gallery. Through fundraising events, the Art Gallery Society is able to provide support for the acquisition of works of art for the collection. The Society presents lectures, concerts and visits to other galleries and collections for its members. Art Gallery Society membership is open to all members of the public, and is a great way to learn more about the Gallery's collection and exhibition program. COFFEE WITH ART. Morning tea followed by informative talks, first Wednesday of every month (except January and December) 10.30am - 12.00pm, $15 members, $20 non-members, Payable at the door. Bookings required: call 02 4974 5123
Hours: Open 10am-5pm Tuesday to Sunday (Closed Monday)
Fees: Membership categories vary from: $40 Individual to $65 Family and $350 Life Membership
Disability Access: Yes (Ramp and Lift)
Area Served: Hunter Region
Parent Organisation: Newcastle Art Gallery
**Newcastle Community Arts Centre**  
**Phone:** 4961 1696  
246 Parry St, Newcastle West 2302  
**Mail to:** PO Box 2257, Dangar 2309  
**Email:** ncac@ncac.org.au  
**Web:** www.ncac.org.au  
**Service Description:** Encourages a diverse range of artforms through leasing of studio space, gallery exhibitions, theatre, art workshops and classes. Auspicing of community groups for funding and forming partnerships with other organisations for community projects  
**Hours:** Office Hours: Tue to Thurs 11am - 2.30pm  
**Fees:** Contact for details  
**Transport:** Close to Bus and Train routes, Parking available  
**Disability Access:** Yes (Studios, Toilets, Theatre, Parking)  
**Area Served:** Hunter Region, Central Coast  
**Parent Organisation:** Community Arts and Adult Education Centre of Newcastle Ltd

**Newcastle Printmakers Workshop Inc**  
**Phone:** 0427 247 963  
27 Popran Rd, Adamstown 2289  
**Mail to:** PO Box 102, Adamstown 2289  
**Email:** info@newcastleprintmakersworkshop.org  
**Web:** www.newcastleprintmakersworkshop.org  
**Service Description:** The workshop provides a workshop space for the artist printmaking community. It is run by volunteers who also offer workshops to the community throughout the year. These include lino, etching, and silkscreen. It is an artist run facility which has been operating for over 35 years.  
**Hours:** 24 hours access to members  
**Fees:** $50 membership plus $130 studio hire  
**Transport:** Close to Bus (Glebe Road)  
**Disability Access:** Yes (Limited – there is a ramp leading into the building)  
**Area Served:** Hunter Region; Newcastle; Central Coast

**Newcastle Legacy**  
**Phone:** 4968 9501  
**Fax:** 02 4968 8963  
1/205-207 Maitland Rd, Mayfield 2304  
**Mail to:** PO Box 467, Mayfield 2304  
**Email:** newleg@newcastlelegacy.com.au  
**Web:** www.legacy.com.au  
**Service Description:** Caring for the families of incapacitated and deceased veterans. Social gatherings, meetings, outings and bus trips. Widows Clubs & Torchbearer Groups.  
**Hours:** Mon - Fri 9:00am - 5:00pm  
**Fees:** Nil  
**Transport:** Legacy Bus has disability access. Electronic Steps - No wheelchair access.  
**Disability Access:** No  
**Area Served:** Hunter Region  
**Parent Organisation:** Legacy Australia Inc.

**Novocastrian Quilters Inc**  
**Phone:** 4952 7532  
**Meets at:** New Lambton Community Centre, 14 Alma Rd, New Lambton 2305  
**Mail to:** PO BOX 87, New Lambton 2305  
**Email:** novocastrianquilters@gmail.com  
**Web:** novocastrianquilters.blogspot.com.au  
**Service Description:** An association that brings together people with an interest in patchwork and quilting. Activities organised include exhibitions, bus trips, fund raising, making community quilts, workshops, and technique classes. The group meets at New Lambton Community Centre on various dates. Visitors welcome!  
**Hours:** Second and Fourth Tuesday of month 9:30am - 1:30pm; every 2nd Friday 7:00pm - 10:00pm, every 3rd Saturday 10:00am - 2:30pm  
**Fees:** Attendance fee $5; Initial Joining fee $15  
**Transport:** Bus stop at Alma Road, New Lambton  
**Disability Access:** Yes (Disabled toilet in New Lambton Community Hall)  
**Area Served:** Newcastle; Hunter Region  
**Parent Organisation:** Quilt NSW (Quilters Guild of NSW)
Octapod  
**Phone:** 4021 1605  
21 Gordon Avenue, Hamilton 2303  
**Mail to:** PO Box 209, Islington 2296  
**Email:** admin@octapod.org  
**Web:** www.octapod.org  
**Service Description:** Octapod is leading the region's arts and cultural development through delivery of a range of services, opportunities, resources and events which support the creative sector and build the capacity of artists and arts organisations to be innovative, sustainable and inclusive.  
**Fees:** Membership Fees: Vary, from $15 - $100 for individuals. Corporate membership also available.  
**Transport:** Bus (on Tudor St) and a short walk to Gordon Avenue; Train (Hamilton Station) and a fifteen minute walk  
**Disability Access:** No  
**Area Served:** Hunter Region  
**Alternative Names:** The Octapod Association Inc.  
**Parent Organisation:** Octapod is supported by the NSW State Government through ArtsNSW.

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**The Lock-Up Cultural Centre**  
**Phone:** 4925 2265 **Fax:** 02 4926 5835  
90 Hunter St, Newcastle 2300  
**Mail to:** PO Box 101, Newcastle 2300  
**Email:** info@thelockup.org.au  
**Web:** www.thelockup.org.au  
**Service Description:** Located in the heart of Newcastle’s heritage precinct in Newcastle’s original Police Station and Lock-up (1861-1982), The Lock-Up Cultural Centre is a multi-arts hub combining museum, gallery and artist-in-residence program. The Lock-Up fosters the work of contemporary visual artists, performers, writers, novelists, playwrights, architects and musicians with a calendar of exhibitions, workshops, lecture series and performances throughout the year.  
**Hours:** Wed-Sat 10am-4pm, Sun 11am-3pm  
**Fees:** Gold coin donation to Museum. (Fee applies to booked guided tours)  
**Transport:** Car – on street parking, nearby local bus routes  
**Disability Access:** Yes (Disabled access ramp to Museum and Gallery ground floor level)  
**Area Served:** Newcastle  
**Parent Organisation:** Newcastle Historic Reserve Trust (R98160)

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**Galleries and Museums**

**Newcastle Art Gallery Foundation**  
**Phone:** 4940 4606  
Newcastle Art Gallery, 1 Laman St, Newcastle 2300  
**Mail to:** PO Box 1239, NEWCASTLE 2300  
**Email:** contact@nagfoundation.com.au  
**Web:** www.nag.org.au/support_us/foundation  
**Service Description:** The Newcastle Art Gallery Foundation attracts corporate and community support to assist the development of the Gallery and to foster wider appreciation of the visual arts in the Hunter Region  
**Fees:** General members-$500; Fellow members-$5000; Trustee members-$15000; Governor $100000  
**Disability Access:** Yes (Ramp, lift)  
**Area Served:** Hunter Region  
**Parent Organisation:** Newcastle Art Gallery Society

**Newcastle Art Gallery Society**  
See Page 36

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**Hobbies and Interests**

**Access Industries - Newcastle**  
**Phone:** 4969 3066, 9674 4522 (Head office in Seven Hills) **Fax:** 02 4961 5182  
98 Donald St, Hamilton 2303  
**Mail to:** PO Box 287, Broadmeadow 2292  
**Email:** lisat@accessindustries.com.au  
**Web:** www.accessindustries.com.au  
**Service Description:** Supported employment for adults with a disability includes: General packaging (ISO 9001 certified); Timber products like pallets (timber, export), wooden crates; Commercial industrial and domestic sewing centre (especially door draught stoppers); NDIS provider.  
**Hours:** Mon-Thu 7:30am-4:30pm  
**Disability Access:** Yes (wheelchair accessible)  
**Area Served:** Hunter New England LHD
Australian Men's Shed Association
**Phone:** 1300 550 009  
**Mail to:** PO BOX 793, The Junction 2291  
**Email:** amsa@mensshed.net  
**Web:** www.mensshed.org  
**Service Description:** The Australian Men’s Shed Association is the central hub to support and promote the Men’s Shed Movement. They can provide details on Shed locations and contact details. They also provide a newsletter and inform of current events.  
**Area Served:** National  
**Alternative Names:** AMSA

Knitters’ Guild NSW Inc.  
**Phone:** 0402 004 181  
**Mail to:** Hamilton North Bowling Club, 31 Boreas St, Broadmeadow 2292  
**Email:** newcastlenit@kgnsw.org.au  
**Web:** www.knittersguildnsw.org.au  
**Service Description:** Learn skills in knitting and crochet in a social and supportive environment. 2nd Wednesday of the month. 9.30am - 12 noon.  
**Hours:** 9.30am - 12 noon 2nd Wednesday of the month.  
**Area Served:** Newcastle

Computerpals for Seniors Newcastle Inc  
See Page 8

Elermore Vale Men’s Shed Inc  
See Page 28

Fernleigh Track  
Park Ave, Adamstown 2289  
**Service Description:** This shared pathway connects the cities of Newcastle and Lake Macquarie. A natural asset and popular with walkers and cyclists, the former railway corridor extends 15kms from Park Avenue, Adamstown in Newcastle to Belmont in Lake Macquarie.  
**Area Served:** Newcastle

Guide Dogs NSW / ACT - Hunter, Central Coast  
See Page 8

Hunter Arts Network  
See Page 36

Hunter Bird Observers Club  
**Phone:** 4987 2913  
**Web:** [www.hboc.org.au](http://www.hboc.org.au)  
**Service Description:** The Club has two objectives: To encourage and further the study and conservation of Australian birds and their habitat; To encourage bird observing as a leisure-time activity. With more than 300 members, the club encompasses people of all ages and levels of experience. It is a very active club with a full calendar of events, a bimonthly newsletter, and interests in research (field studies) and conservation. Those who are keen to see new birds are also well catered for, with the Club’s Hunterbirding internet forum regularly supplying breaking news about where uncommon or rare birds have been seen within the Region.  
**Area Served:** Newcastle
Newcastle Astronomical Society  
**Phone:** 0407 302 162  
General Purpose Building, University of Newcastle, GP1.1, Callaghan Drive, SHORTLAND 2307  
**Mail to:** Physics dept co/ newcastle university, Callaghan drive, Shortland 2307  
**Email:** newcastleastronomicalsociety@yahoo.com.au  
**Web:** www.nas.org.au  
**Service Description:** General interest society for understanding astronomy, observing astronomers and encouraging public awareness. Astronomy viewing nights are held at Brickworks Park, Wallsend. Contact the above phone number for dates. All welcome. Gold coin donation for light supper.  
**Hours:** First Friday of the month or as otherwise stated on website, at General Purpose Building, lvl 2, room 1, University of Newcastle, 7.30pm - 9.00pm  
**Fees:** Students & Pensioners $15; Adults $25; Family $30  
**Transport:** Close to local bus routes  
**Disability Access:** Yes (Lift, underneath GP1.1)  
**Area Served:** Newcastle

Newcastle Creative Embroiderers & Textile Artists (NCEATA)  
**Phone:** 4944 8486  
The Grove, 130 Garden Grove Pde, Adamstown Heights 2289  
**Mail to:** 12 Debs Pde, Dudley 2290  
**Web:** www.nceata.org  
**Service Description:** Encourages interest in Textile Art, to support members by discussion; demonstrations, and workshops; exploring and participating in activities such as hand and machine embroidery, quilting, dyeing fabrics, creating collages, knitting, etc. Annual exhibition, Travelling Suitcase, student scholarships.  
**Hours:** Third Mon and Third Sat each month from 10am to 2pm  
**Fees:** $50 per annum  
**Transport:** Bus 334, or 20 mins walking from Adamstown Station.  
**Area Served:** Hunter Region;

Newcastle Dog Rescue  
**Phone:** 0415 367 144  
**Email:** drn.foster.coordinator@gmail.com  
**Web:** www.dogrescuenewcastle.com.au  
**Service Description:** Dog Rescue Newcastle is a group of volunteers dedicated to the rescue of abandoned, neglected or abused companion animals. We rescue dogs and cats from death row at local pounds and put them into loving foster homes until we can find permanent homes for them.  
**Area Served:** Newcastle

Newcastle Family History Society Inc  
**Phone:** 4957 8296  
Mechanics Institute, 68 Elder St, Lambton 2299  
**Mail to:** PO Box 233, Lambton 2299  
**Email:** nfhsinc@gmail.com  
**Web:** www.nfhs.org.au  
**Service Description:** Membership $40 pa, Visitors $5 per visit - Thursday 1 pm - 3.30pm Visitors $10 per visit - Saturday 10am - 3.30pm  
**Hours:** Thurs 1pm-3.30pm; Sat 10am-3.30pm  
**Fees:** Membership $40 pa, Visitors $5 per visit  
**Disability Access:** Yes (Ramp, leading to rear entrance)  
**Area Served:** Hunter Region

Newcastle Philatelic Society  
**Phone:** 0411 137 506 (John)  
**Mail to:** PO BOX 34, JESMOND 2299  
**Email:** moore.john@optusnet.com.au  
**Web:** www.newcastlephilatelicsociety.org.au  
**Service Description:** Provides displays and facilities for selling stamps. Visitors are always welcome.  
**Hours:** Various, contact for details.  
**Fees:** Varies on location and length of membership  
**Transport:** close to Bus routes  
**Disability Access:** Yes (Ramp and lift at Mayfield ExServices Club)  
**Area Served:** Newcastle

Newcastle Printmakers Workshop Inc  
See Page 37

Newcastle Spinners and Weavers Guild  
See Page 29
Newcastle Walking Tours
357 Hunter St, Newcastle 2300
**Mail to:** PO Box 489, Newcastle 2300
**Email:** tourism@ncc.nsw.gov.au
**Web:** www.visitnewcastle.com.au/maps-guides
**Service Description:** Follow Newcastle Walking tour on Convict and Industry and Newcastle at War Self-Guided walking tours. Maps include guided information, fitness levels, length of time and comfort stops.
**Area Served:** Newcastle

Novocastrian Quilters Inc
See Page 37

Response Services Inc
**Phone:** 4940 5000  **Fax:** 02 4956 2006
72 Belford St, Broadmeadow 2292
**Mail to:** PO Box 3150, Merewether 2291
**Email:** support@responseservices.org
**Web:** www.responseservices.website
**Service Description:** Response provides services to people with a disability that live in the Newcastle and Central Coast regions. NDIS approved provider and specialise in: employment, daily living and life skills, social, community and civic activities, daily personal tasks, accommodation and overnight assistance. Also provide Transition to Work, Community Participation, Self Managed Packages, Life Choices and Supported Living Fund.
**Hours:** Mon-Fri 8:30am-5pm
**Fees:** Government funded; fee for service
**Transport:** By negotiation
**Disability Access:** Yes (contact for details)
**Languages spoken:** Auslan
**Area Served:** Hunter region; Central Coast

SEO Optimised Website for Dog Rescue Organisations
**Phone:** 0414 017 145
**Email:** marketing@seooptimised.website
**Web:** seooptimised.website/free-seo-for-dog-rescue-groups
**Service Description:** I offer free SEO (search engine optimisation) service to local dog rescue groups in the Newcastle area. I can also assist these volunteer groups with minor website updates if they are having problems.
**Area Served:** Newcastle
**Accommodation**

**Ageing, Disability & Home Care - Hunter**  
See Page 3

**Break Thru People Solutions**  
**Phone:** 4032 4520  
**Fax:** 02 9891 4868  
364 King St, Newcastle 2300  
**Email:** Care.Centre@breakthru.org.au  
**Web:** www.breakthru.org.au  
**Service Description:** Break Thru offers a range of concurrent support to people while they are receiving assistance for their mental health, employment, disability, homelessness or training needs. Break Thru offer dedicated and culturally considered programs for Aboriginal and Torres Strait Islander peoples, refugee and migrant populations and other culturally and linguistically diverse groups. Break Thru is a registered NDIS provider with the following programs:  
Accommodation/Tenancy assistance; Assistance to integrate into school or other educational program; Assistance with daily personal activities; Assistance with travel/transport arrangements; Development of daily living and life skills; Household tasks; Participation in community, social and civic activities; Management of funding for supports in a participant’s plan; Training for independence in travel and transport.  
**Hours:** Mon-Fri 8:45am-5pm  
**Fees:** Free service for eligible participants  
**Area Served:** Newcastle

**Break Thru People Solutions**  
**Phone:** 1800 767 212  
**Fax:** 02 4959 5895  
117-121 Tyrell St, Wallsend 2287  
**Email:** Care.Centre@breakthru.org.au  
**Web:** www.breakthru.org.au  
**Service Description:** Break Thru offers a range of concurrent support to people while they are receiving assistance for their mental health, employment, disability or training needs. Programs for Aboriginal and Torres Strait Islander peoples, refugee and migrant populations and other culturally and linguistically diverse groups. Break Thru is a registered NDIS provider with the following programs:  
Accommodation/Tenancy assistance; Assistance to integrate into school or other educational program; Assistance with daily personal activities; Assistance with travel/transport arrangements; Development of daily living and life skills; Household tasks; Participation in community, social and civic activities; Management of funding for supports in a participant’s plan; Training for independence in travel and transport.  
**Hours:** Mon-Fri 8:45am-5pm  
**Fees:** Free service for eligible participants  
**Area Served:** Hunter New England LHD

**Calvary Community Care**  
See Page 3

**Centrelink Customer Service Centre - Mayfield**  
See Page 4

**Centrelink Customer Service Centre - Wallsend**  
See Page 4

**Hunter Tenants Advice & Advocacy Service**  
See Page 5

**Leukaemia Foundation**  
See Page 6
Life Without Barriers (National Office)
**Phone:** 4033 4500  **Fax:** 02 4927 5113
352 King St, Newcastle 2300
**Mail to:** PO Box 2226, Dangar 2309
**Email:** info@lwb.org.au
**Web:** www.lwb.org.au

**Service Description:** Services include supporting children, young people and families, people with disability, older people and people with mental illness. LWB works with people who are homeless, and refugees and asylum seekers. A particular focus is placed on the rights of people and the importance of relationships.

**Hours:** Mon-Fri 9am-5pm

**Disability Access:** Yes (level entry and toilet)

**Area Served:** National

**Alternative Names:** LWB Mercy Services - Hunter

**See Page 6**

Northcott - Hunter New England

**See Page 7**

Our Backyard

**See Page 7**

Ronald McDonald House - Newcastle

**Phone:** 4921 4733  **Fax:** 02 4921 4734
The John Hunter Hospital, Lookout Rd, Rankin Park 2287
**Mail to:** PO Box 268, New Lambton 2305
**Email:** newinfo@rmhnnsw.org.au
**Web:** www.rmhc.org.au/newcastle

**Service Description:** Accommodation for families of seriously ill or injured children (under 18 years) who are being treated at any Newcastle Hospital.

**Hours:** 7 days, 24 Hours

**Disability Access:** Yes (Ramps and disabled bathroom plus one of our units is set up for disabled use)

**Area Served:** Hunter Region; Central Coast; New England; North Coast; Mid North Coast

Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions

**Phone:** 1300 656 336  **Fax:** 02 4960 7160
Central Office, 36 Warabrook Bvd, Warabrook 2304
**Mail to:** PO Box 366, Hunter Region MC 2310
**Email:** mail@samaritans.org.au
**Web:** www.samaritans.org.au/service/supported-accomodation/

**Service Description:** The social caring network and agency of the Anglican Diocese of Newcastle which provides community services and welfare assistance to people in need. Services include emergency relief and financial assistance through various outlets, child care services, accommodation and counselling for homeless young people, youth centres, group homes and respite care for people with a disability, and social policy research. Flexible respite options in people's own homes.

**Hours:** Mon-Fri 8.30am-5pm Office

**Area Served:** Hunter, Central Coast, NSW Mid North Coast

**Parent Organisation:** Anglican Church of Australia (Diocese of Newcastle)
Samaritans Reconnect  
**Phone:** 4922 1538  **Fax:** 02 4922 1560  
32 Brunker Rd, Broadmeadow 2292  
**Mail to:** PO Box 167, Adamstown 2289  
**Email:** reconnect@samaritans.org.au  
**Web:** www.samaritans.org.au  
**Service Description:** Support for young people aged 12-18 years and their families when experiencing 'tough times' and in need of support.  
**Hours:** Mon - Fri 9:00am - 5:00pm  
**Fees:** Free  
**Transport:** Service comes to you  
**Languages spoken:** English  
**Area Served:** Maitland, Cessnock, Newcastle, Port Stephens, Lake Macquarie

Wandiyali ATSI Inc  
**Phone:** 4957 5900  **Fax:** 02 4957 5902  
Unit 3, 37 Griffiths Rd, Lambton 2299  
**Email:** reception@wandiyali.com.au  
**Web:** www.wandiyali.com.au  
**Service Description:** This not-for-profit organisation works with Aboriginal and Torres Strait Island people in the Newcastle area. Services include: Wandiyali Youth Service with housing for youth aged 18-25, Indigenous Community Services referral for adults aged 25+, Out Of Home Care for youth aged 8-18 (DoCS referred), Brighter Futures Early Intervention (children aged 0-8), parenting assistance, domestic violence program. Caseworker available for anyone, including people with disability. NDIS provider.  
**Hours:** Mon-Fri 9am-5pm office  
**Fees:** Nil  
**Transport:** Close to buses and train  
**Disability Access:** Yes (level entry, carpark)  
**Area Served:** Hunter Region

Warlga Nguurra Women and Children’s Refuge  
**Phone:** 4950 1566  **Fax:** 02 4950 1577  
Mail to: PO Box 77, Wallsend 2287  
**Email:** warlga@swiftdsl.com.au  
**Service Description:** Aboriginal Mums and kids affected by domestic violence and those at risk of homelessness. Crisis accommodation. Outreach Work to assist in housing crisis  
**Hours:** 9am to 5pm (after 6pm call 02 4950 1566)  
**Disability Access:** Yes  
**Languages spoken:** English and Pilipino  
**Area Served:** Hunter Region

Wheeling and Able  
**Phone:** 4962 2042  
Grd Flr, 99 Selwyn St, Mayfield East 2304  
**Mail to:** PO Box 2169, Gateshead 2290  
**Email:** mail@wheelingandable.org.au  
**Web:** www.wheelingandable.org.au  
**Service Description:** Assistance and support for children and young people with physical disabilities. Services include financial assistance for mobility equipment, orthotics, therapies, educational technology. Access to two accessible fully furnished family holiday units at Forster and Corlette.  
**Hours:** Mon-Wed 9am-5pm  
**Fees:** Nil  
**Disability Access:** Yes  
**Area Served:** (Newcastle); Central Coast; Hunter Region; Great Lakes  
**Alternative Names:** Newcastle and District Association for Crippled Children

Calvary Community Care  
See Page 3

Davies Shoe Store NSW  
**Phone:** 4968 1785  **Fax:** 02 4968 1785  
272 Maitland Rd, Mayfield 2304  
**Email:** davies_shoes@hotmail.com  
**Service Description:** We are fitting specialists, stocking high quality men's, women's and children's shoes. Our emphasis is fit and comfort, without compromising on style. Jacoform, Clarks - children, men and women, Rockport, NAOT - Walk-On and Birkenstock. Orthotic friendly shoes.  
**Hours:** Mon-Fri 9am-5pm Sat 9am-1pm  
**Disability Access:** Yes (level entry)  
**Area Served:** Hunter HACC
Everyday Independence
, 4957 4372 (1300 179 131 Victorian based)
Fax: 02 9958 0002
Suite 1, 74 Park Ave, Kotara 2289
Mail to: PO Box, Kotara 2289
Email: nsw@everydayind.com.au
Web: www.everydayind.com.au
Service Description: Multidisciplinary team of specialist Occupational Therapists, Speech Pathologists and Physiotherapists who provide assessment, treatment and case management in clinic, home or community settings for children, youth and adults, and their families or carers. Registered by NDIS to provide: Specialised assessment of skills, abilities and needs, early intervention supports for early childhood, therapeutic supports and behaviour support. Assistive technology specialist assessment and set up and training.
Hours: Mon-Fri 9am–5pm
Fees: Varies with service, contact for details
Disability Access: Yes (wheelchair accessible)
Area Served: Hunter
Alternative Names: Everyday Independence (incl Kids Therapy Network, SPOT for Kids, Australian RehabWorks)

Guide Dogs NSW / ACT - Hunter, Central Coast
See Page 8

Hunter New England Local Health District
See Page 17

Irlen Diagnostic Clinic - Newcastle
Phone: 4955 6904 Fax: 02 4965 6894
Suite 3, 136 Nelson St, Wallsend 2287
Email: joan@irlen.com.au
Web: www.irlendyslexia.com
Service Description: Diagnosis of visual processing problems associated with dyslexia, reading or learning difficulties (Irlen Syndrome). Also, helping people with light-induced migraines, headaches and in some cases epilepsy, with the use of Irlen Spectral Filters (worn as glasses).
Hours: Mon-Thu 9am-4pm
Fees: Contact for details
Disability Access: No (located on first floor and no lift available)
Area Served: NSW

Let's Eat Paediatric Speech Pathology - Valerie Gent
Phone: 0434 387 675
Elder Street General Practice, 92 Elder St, Lambton 2299
Email: valerie.gent@letseatspeech.com.au
Web: www.letseatspeech.com.au
Service Description: This private speech pathologist specialises in pediatriic feeding and early language intervention for children aged 18 months to 18 years old, and their families. Provides assessment and sessions in clinic or home. Has worked in disability services and hospitals, lectures at University of Newcastle, with special interest in disability, autism and acute medical needs. Certified in Hanen, Key word signing and PECS, and knowledgeable in apps for home and school. Registered with FaHSCIA, Better Start, NDIS, Medicare, private health funds.
Hours: mobile appointments Tue and clinic Thu
Fees: Varies with service
Disability Access: Yes (Level entry, parking)
Area Served: Central Coast; Hunter

Newcastle Aquatic Physiotherapy
See Page 19

Newcastle Temporary Care Ltd - Home Support Physiotherapy
Phone: 4957 5008 Fax: 02 4943 4117
Meets at: Unit 3, 33 Newton St, Broadmeadow 2292
Mail to: 224 Pacific Hwy, Charlestown 2290
Email: office.admin@newcastletempcare.com.au
Web: www.newcastletempcare.com.au
Service Description: Provides physiotherapy, assessment and review, and orthotics for all ages with home-based or community support and education for the parent or carer. The family must live in the Newcastle/Lake Macquarie Local Government Area, and the carer must be receiving Carer's Allowance or Disability Pension. NDIS provider. Service priorities are given to crisis situations, ATSI or CALD clients, carers with special needs.
Hours: Mon-Fri 9am-5pm (Office)
Area Served: Newcastle; Lake Macquarie

Northcott - Hunter New England
See Page 7
Spectrum Paediatric Occupational Therapy Service (SPOTS)

**Phone:** 4942 3690, 0434 496 051  
Mail to: 5 Ellerslie Rd, Adamstown 2289  
**Email:** spectrumOT@hotmail.com  
**Web:** www.spectrumot.com.au  

**Service Description:** Mobile provider of occupational therapy for children aged 0-12 in their home or community setting in the Newcastle region. Works with families and early childhood teachers to develop and integrate children aged 2-6 years with additional needs (including a diagnosed disability or developmental delay). Support is provided in the child’s setting (home, preschool, long day care, play group, some family day care services). This includes help with programs or behaviour, family support, consultation with centre staff, specialist advice and assessment (speech, occupational therapy, educator), access to equipment and resources, transition to other services and school. Registered with FaCSIA (Helping Children with Autism), Better Start, Medicare. NDIS provider.  

**Hours:** Tue-Thu 9am-5pm  
**Fees:** Yes, contact for details  
**Area Served:** Hunter, Newcastle  

Vision Australia - Hunter  
See Page 21  

Wheeling and Able  
See Page 44

**Family Day Care**

Mayfield Early Learning Centre  
**Phone:** 4967 5633  
55 Dora St, Mayfield 2304  
Mail to: PO Box 2091, DANGAR 2309  
**Email:** mayfieldelc.office@gmail.com  
**Web:** mayfieldearlylearningcentre.squarespace.com/  

**Service Description:** 39 place Early Learning Centre (LDC)  
**Hours:** Mon - Fri 7:00am 6:00pm  
**Transport:** Public transport close by  
**Area Served:** Newcastle

**Health**

Ageing, Disability & Home Care - Hunter  
See Page 3  

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Al-Anon Family Groups

**Phone:** 4969 3889  
**Fax:** 02 4009 1887  
Room 6, St Peter’s Church Hall, Dixon St, Hamilton 2303  
Mail to: PO Box 217, Hamilton 2303  
**Email:** alanonnewcastledr61@gmail.com  
**Web:** www.al-anon.alateen.org/australia/  

**Service Description:** A worldwide organisation that offers a self help recovery program for families and friends of alcoholics whether or not the alcoholic seeks help or even recognises the existence of a drinking problem. Meetings held in various locations around Newcastle, Port Stephens and the Central Coast. See website for details.  

**Hours:** Meetings last for one and a half hours. Office hours 10am-2pm Monday to Friday  
**Fees:** No dues or fees required  
**Area Served:** Hunter Region  
**Alternative Names:** Alateen  
**Parent Organisation:** Al-Anon Family Groups Northern NSW Inc  

Amber-Jayne Stirling  
**Phone:** 0400 350 492  
Mail to: 209 Lambton Rd, New Lambton 2305  
**Email:** mail@ajstirlingphysiotherapy.com  
**Web:** ajstirlingphysiotherapy.com  

**Service Description:** Physiotherapist with over 20 years experience in Paediatrics. Provides home based private physiotherapy services for children aged 0 -17 years living in the greater Newcastle area. Expertise in neuro developmental therapy, hydrotherapy, general paediatric orthopaedic conditions and disability services. Approved provider of Better Start and NDIS services for children with disabilities.  

**Hours:** Tue-Fri 9am-5pm  
**Fees:** Rebates from Medicare, private health fund. Provider for Better Start and NDIS  
**Area Served:** Hunter Region

Australian Hearing  
**Phone:** 131 797 (02 4941 3600)  
**Fax:** 02 4962 2184  
Suite 9&10 OTP House, 10 Bradford Close, Kotara 2289  
Mail to: PO Box 387, Kotara 2289  
**Web:** www.hearing.com.au  

**Service Description:** Commonwealth funded organisation providing hearing assessment, hearing aid fitting and repairs and sale of accessories. Free hearing Screening.  

**Hours:** Mon-Fri 8:15am-5pm  
**Fees:** Contact for details  
**Disability Access:** Yes (fully accessible)  
**Area Served:** Hunter HACC

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**Newcastle Community Directory**  
Childrens Services  
prepared July 2017  
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Autism Understanding Pty Ltd
Phone: 4967 3363 Fax: 02 4967 2399
lvl 1, 207 Maitland Rd, Mayfield 2304
Mail to: PO Box 495, Mayfield 2304
Email: autismunderstanding@gmail.com
Web: www.autismunderstanding.com.au
Service Description: This clinical psychology practice specialises in supporting children, adolescents and adults with autism spectrum disorders (ASD) and other developmental delays, and their families. Assessments include: developmental, autism, cognitive, attention, adaptive (all ages), reading (K-Yr12), as well as mental health of adults with intellectual disability. Also offer behavioural support strategies via individual sessions or group programs, and training workshops for parents, teachers and psychologists. Phone/Skype consultations available for families who cannot attend the clinic. Registered with DSS (Helping Children with Autism, Better Start), Medicare, NDIS.
Hours: Mon-Fri 9am-5pm
Fees: Varies with service, contact for details. Can bill NDIA and DSS directly. Medicare rebates available.
Disability Access: Yes (level entry and parking)
Area Served: Hunter; Central Coast

Awabakal Aboriginal Medical Centre
See Page 10

Break Thru People Solutions
See Page 42

Break Thru People Solutions
See Page 42

Bright Buttons Speech Pathology
See Page 8

Calvary Community Care - St Lukes Social Centre Day Respite Care
See Page 13

Calvary Community Care
See Page 3

CatholicCare Social Services Hunter-Manning
Phone: 4979 1377 Fax: 02 4961 6710
50 Crebert St, Mayfield 2304
Email: finance@catholiccare.org.au
Web: www.catholiccare.org.au
Service Description: Counselling and family services. Individual Family and Relationship Counselling, ACCESS Programs Newcastle, Marriage and Relationship Education Program; Youth services, Out of Home Care
Hours: Mon - Fri 9:00am - 5:00pm
Fees: Not for profit
Transport: Close to local bus routes
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: Diocese of Maitland Newcastle

Child and Adolescent Mental Health Service - Newcastle
Phone: 4925 7800 Fax: 02 4925 7863
621 Hunter St, Newcastle 2300
Email: health@hnehealth.nsw.gov.au
Web: www.hnehealth.nsw.gov.au/mh/services/mhsf/camhs
Service Description: CAMHS provides secondary and tertiary level mental health care to children and young people with a moderate to severe mental illness/disorder or at significant/heightened risk of developing such, with risk of suicide/harm to self or others and high levels of emotional distress and functional/developmental impairment. This includes Aboriginal children and young people and young people who are experiencing social and emotional well-being issues who are at risk of particular psychological difficulties.
Hours: Mon-Fri 8:30am-5pm
Disability Access: Yes (level entry, toilet and parking)
Area Served: Hunter HACC
Parent Organisation: Hunter New England Mental Health Service
Child and Family Health Team  
**Phone:** 4924 6400, 4924 6190  
**Fax:** 02 4924 6401  
Harker Building, Longworth Ave, Wallsend 2287  
Mail to: Locked Bag 1014, Wallsend 2287  
**Email:** HNELHD-CYPFCommunication@hnehealth.nsw.gov.au  
**Service Description:** A community based team which specialise in the assessment and management of development and behavioural issues of young children. Services on offer include: occupational therapists, paediatric medical staff, psychologists, social workers and speech pathologists.  
**Hours:** 9:00am - 4:30pm  
**Fees:** This is a free service  
**Disability Access:** Yes (There is wheelchair access to the centre.)  
**Area Served:** Hunter Region  
**Parent Organisation:** Kaleidoscope - John Hunter Children's Hospital  

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Child Care Seats  
**Web:** www.childcarseats.com.au  
**Service Description:** A website aimed at providing information to help choose and use safe child car seats. The website is managed by The Child Restraint Evaluation Program (CREP).  
**Area Served:** NSW  
**Alternative Names:** Child Restraint Evaluation Program; CREP  

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Children's Diabetes & Endocrine Service  
**Phone:** 4985 5634, 4985 5274  
**Fax:** 02 4921 3599  
John Hunter Children's Hospital, Lookout Rd, New Lambton 2305  
**Mail to:** John Hunter Children's Hospital, New Lambton 2305  
**Email:** health@hnehealth.nsw.gov.au  
**Web:** www.kaleidoscope.org.au/site/endo-diabetes  
**Service Description:** The endocrine service offers assessment and management of disorders of growth and puberty, adrenal disorders, sexual ambiguity, pituitary dysfunction, thyroid dysfunction, hypoglycaemia, abnormalities of fluid and electrolyte balance, disorders of calcium and bone metabolism and diabetes. We have particular expertise in managing young children using insulin pumps and have pioneered the ezy-BICC injection management system which provides for greater flexibility in meal size while using multiple daily injections. As part of our inpatient and outpatient services we offer an education program for newly diagnosed diabetic children and their parents. Clinic visits are 3 monthly. An HbA1C is performed at each visit with the result immediately available. Education programs and seminars, and support groups are run by our team. The nurse educators also do school visits to facilitate the safe integration of children with diabetes into their schools.  
**Hours:** Mon - Fri 8:00am - 4:00pm  
**Disability Access:** Yes  
**Languages spoken:** Interpreter service available  
**Area Served:** Hunter Region  
**Parent Organisation:** Hunter New England Local Health District
Communicating Kids  
**Phone:** 4969 5555  
**Fax:** 02 4017 2418  
88 Lindsay St, Hamilton 2303  
**Mail to:** PO Box 102, Hamilton 2303  
**Email:** contact@communicatingkids.com.au  
**Web:** www.communicatingkids.com.au  
**Service Description:** Speech/language pathologists, training services to support school-aged children, with their parents and teachers, to focus on speech, language, literacy and social communication difficulties associated with autism spectrum disorders. Advice and assessment, training seminars for parents, students, medical and education staff. Rebates through Medicare's (Chronic Disease Management, Helping Children with Autism) but not with FaHCSIA which focuses on younger children. Registered provider with private health funds and NDIS.  
**Hours:** Mon-Fri 9am-5pm  
**Fees:** Varies with service. Funds through Medicare, health funds, NDIS.  
**Disability Access:** Yes (level entry and parking)  
**Area Served:** Hunter Region

CreatAbility NSW  
**Phone:** 0488 797 272  
38 Eames Ave, Stockton 2295  
**Email:** stephen.groombridge@bigpond.com  
**Service Description:** This behaviour consultant enhances living skills, communication and self esteem of youth and adults through case coordination and family conferencing. Registered with National Disability Insurance Scheme to provide assistance in coordinating or managing life stages, transitions and supports; Behaviour support; Specialised assessment of skills, abilities and needs. Sessions at office or in preferred setting.  
**Hours:** Appointments negotiated  
**Disability Access:** Yes  
**Area Served:** Lower Hunter

ConnectAbility Australia Inc- Adolescent and Family Counselling  
**Phone:** 4979 8555  
**Fax:** 02 4951 4035  
44 Mordue Pde, Jesmond 2299  
**Mail to:** ConnectAbility Australia Inc, PO Box 36, Jesmond 2299  
**Email:** afc@connectabilityaus.org.au  
**Web:** www.jesmond.org.au  
**Service Description:** Experienced counsellors provide information, counselling and advocacy for adolescents aged 9-18 years and their families about family breakdown, personal issues, education, challenging or at risk behaviour, drug and alcohol related problems, relationship problems, sexuality, isolation, truancy, abuse etc.  
**Hours:** Mon-Wed 9:00- 4:30 (Jenni Sheridan-Latham)  Tue- Fri  (Lindy Gemmell )8:30-5:00 appointments or drop-in  
**Fees:** Free service  
**Transport:** Near bus stop  
**Disability Access:** Yes (level entry, accessible toilet)  
**Area Served:** Newcastle LGA  
**Parent Organisation:** Connected Communities Inc
Cystic Fibrosis NSW - Newcastle and Hunter
Phone: 04 6764 2345  Fax: 02 4985 3105
Hunter Genetics, Turton Rd, Waratah 2298
Mail to: PO Box 84, Waratah 2298
Email: Services@cfnsw.org.au
Web: www.cfnsw.org.au
Service Description: For families and people affected by cystic fibrosis. Adult Support worker, Paediatric Support Worker & Regional Support Worker. Support workers provide clinic support; hospital visits; outreach support; counselling; NDIS & Centrelink support; new diagnosis support; referral to support services; some in-home support; some financial assistance; equipment support; other supports on request. The Regional Support Worker provides information; educational information for preschools, schools and facilities. Answering service if office is unattended. NDIS provider.
Hours: Mon-Fri 9am-5pm
Fees: None
Area Served: Hunter Region

Cystic Fibrosis NSW Newcastle/Hunter Branch
Phone: 4960 2922  Fax: 02 4985 3105
Hunter Genetics Turton Rd, Waratah 2298
Mail to: PO BOX 84, Waratah 2298
Email: admin@cfnsw.org.au
Web: www.cysticfibrosisnsw.org.au
Service Description: Answering service if office is unattended
Hours: Mon - Fri 9:00am - 5:00pm
Fees: None
Area Served: Hunter Region

Dr M Manku, Ophthalmologist
Phone: 4940 8255  Fax: 02 4940 8252
29 Northcott Drive, Kotara 2289
Service Description: Ophthalmologist, whose practice includes children and adults with cerebral palsy. Cataract and implant surgery.
Hours: 8:30-10:30am Mon-Thu
Fees: Fees apply.
Disability Access: Yes (Wheelchair accessible premises)
Area Served: Hunter

Early Start Speech Pathology
Phone: 4955 5415  Fax: 02 4951 8471
Site 1 (grd flr), 61 Nelson St, Wallsend 2287
Mail to: PO Box 584, Wallsend 2287
Email: reception@earlystart.com.au
Web: www.earlystart.com.au
Service Description: Private clinic that offers speech pathology support and services for children aged 18 months to 18 years old, and their families. Provides assessment, individual and group sessions, preschool and school visits for children with developmental delay, stuttering, learning difficulties, poor social skills, autism, speech or social difficulties. Also school readiness sessions. Registered with FaHSCIA, NDIS, Medicare, private health funds.
Hours: Mon-Fri 9am-5pm
Fees: Varies with service
Disability Access: Yes (level entry and parking)
Area Served: Newcastle

Educational Case Management-Psychologist
Phone: 0423 210 345, 4969 8060  Fax: 02 4969 2879
Unit 3, 24 Brown Rd, Broadmeadow 2292
Email: ecmpsychologist@gmail.com
Web: www.psychologistnewcastle.com.au
Service Description: Provides extensive assessment, diagnosis and intervention for children, adolescents, and adults, including intellectual, academic, emotional, behavioural, learning and developmental difficulties. This clinic specialises in the assessment and treatment of Autism Spectrum Disorder (ASD), and behavioural management. Treatment options include ABA, CBT, SCERTS, ACT. Registered for Medicare (Better Access, Enhanced Primary Care), FaHCSIA (Helping Children with Autism, Better Start), Black Dog Institute, National Disability Insurance Scheme. Specialist in Anxiety, Depression, PTSD, Attachment Disorders, Personality Disorders.
Hours: Mon-Fri 8am-6pm, Sat 9am-12pm
Fees: Varies with service
Disability Access: Yes (level entry and parking)
Area Served: Lower Hunter
envision Coaching & Psychology  
**Phone:** 0405 433 706  
Suite 1, Level 1, 744 Hunter St, Newcastle West 2302  
**Email:** info@envisioncoaching.com.au  
**Web:** www.envisioncoaching.com.au  
**Service Description:** Clinical & coaching psychology specialising in anxiety disorders for children, adolescents and adults. We also deliver workplace solutions focusing on performance management and problem solving.  
**Hours:** Mon-Fri 9am - 5.30pm  
**Transport:** 50m from Wickham train station, Hunter St Buses  
**Area Served:** Hunter Region

Everyday Independence  
See Page 45

Family Law Courts - Newcastle Registry  
See Page 17

Family Planning NSW  
**Phone:** 4929 4485  
**Fax:** 02 4926 2029  
Ground Floor, 384 Hunter St, Newcastle 2300  
**Web:** www.fpnsw.org.au  
**Service Description:** Reproductive and sexual health.  
**Hours:** Mon, Thurs, Fri 8.30am-5pm; Tues, Wed 8.30am-5.30pm  
**Fees:** bulk bill, fee's apply  
**Transport:** car, bus, walk, ferry  
**Disability Access:** Yes (Ramp access)  
**Area Served:** Hunter Region

Family Support Newcastle  
**Phone:** 4926 3577  
**Fax:** 02 4929 5502  
Joy Cummings Centre, 61-63 Scott St, Newcastle 2300  
**Mail to:** PO Box 629, NEWCASTLE 2300  
**Email:** info@nfss.org.au  
**Web:** www.nfss.org.au  
**Service Description:** A range of programs and activities that promote the well being of individuals, families and communities across the Lower Hunter to include: family activities (eg. parenting, healthy eating, issues for fathers, childrens activities); supported playtime activities; counselling and individual assistance either in the home or at the centre. We have projects that provide services specifically for fathers and indigenous families. Meeting room for community groups, business groups and organisations. Facilities includes toilets and kitchen.  
**Hours:** Mon-Fri 9am - 4pm  
**Fees:** No fees  
**Area Served:** Newcastle

Fiona Wood Speech Pathology Services  
**Phone:** 4960 2251, 0402 242 209  
**Fax:** 4960 2251  
36 Schroder Ave, Waratah 2298  
**Email:** flwood@tpg.com.au  
**Service Description:** Private clinic that offers speech pathology support and services for children aged 18 months to 18 years old, and their families. Provides assessment, individual and group sessions, preschool and school visits for children with developmental delay, stuttering, learning difficulties, poor social skills, autism, speech or social difficulties. Also school readiness sessions. Registered with FaHSCIA, NDIS, Medicare, private health funds.  
**Hours:** Tue Wed 9am-5pm  
**Fees:** Fees apply, Contact for details  
**Disability Access:** Yes (level entry and parking)  
**Area Served:** Newcastle

First Steps Parenting Centre (HNEPH)  
**Phone:** 4924 6550  
**Fax:** 02 4924 6555  
Wallsend Health Services, Lowrey Lane (off Longworth Ave), Wallsend 2287  
**Mail to:** Locked Bag 119, Wallsend 2287  
**Email:** hnehd-firststepsparenting@hnehealth.nsw.gov.au  
**Web:** www.hnekidshealth.nsw.gov.au  
**Service Description:** Parenting Support/Interventions to families with children 0-5. Social work, nursing, medical and early childhood staff. Intervention to special needs groups eg. Adolescent parents, women with post-natal depression. Individual and group programs. Aim of service is to provide intensive multidisciplinary support to families experiencing parenting difficulties.  
**Hours:** Mon - Fri 8:00am - 4:30pm  
**Transport:** Easily accessible via public transport and can provide transport assistance in special circumstances.  
**Disability Access:** Yes (Wheelchair access)  
**Area Served:** Hunter Region  
**Parent Organisation:** HNE Kids Health, Hunter Childrens Health Network
Firstchance Inc  
**Phone:** 4910 3130  
122 Woodstock St, Mayfield North 2304  
**Mail to:** PO Box 542, Hunter Region MC 2310  
**Email:** reception@firstchance.org.au  
**Web:** www.firstchance.org.au  
**Service Description:** Transdisciplinarity early intervention, individual therapy, options for children aged 0-9yrs as well as specialised services in the Newcastle, Lake Macquarie and Port Stephens areas. Helping Children with Autism, BetterStart programs. NDIS provider.  
**Hours:** Mon-Fri 8am-4:30pm  
**Fees:** Varies with services, contact for details  
**Disability Access:** Yes (ground level, parking and toilet)  
**Area Served:** Newcastle; Lake Macquarie; Port Stephens  
**Alternative Names:** University of Newcastle, Special Education Centre  
**Parent Organisation:** University of Newcastle

Guide Dogs NSW / ACT - Hunter, Central Coast  
See Page 8

Heart Foundation - Newcastle Branch  
See Page 9

Hunter Brain Injury Respite Options (HBIRO)  
**Phone:** 4965 8111 (head office), 4965 6266 (respite house)  
**Fax:** 02 4965 8129  
18 Isabella Cl, Elermore Vale 2287  
**Email:** admin@hunterbiro.org.au  
**Web:** www.hunterbiro.org.au  
**Service Description:** Provides flexible respite packages to children (aged 4-17) and adults (aged 18-65) who have sustained a brain injury, and are living with a carer in the Hunter region. Respite occurs in the community or at home, at the respite house or in social groups.  
**Hours:** Mon-Fri 8am-4:30pm  
**Fees:** Minimal fee for respite  
**Disability Access:** Yes  
**Area Served:** Hunter New England LHD

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Hunter Child Protection Counselling Service  
**Phone:** 4924 6294  
Harker Building, Longworth Ave, Wallsend 2287  
**Mail to:** Locked Bag 1014, Wallsend 2287  
**Web:** www.hnekidshealth.nsw.gov.au  
**Service Description:** Professional counselling, health and related casework services for children and their families where there are child protection concerns relating to physical abuse, psychological abuse, and/or neglect.  
**Hours:** Mon-Fri 8.30am-5pm  
**Fees:** Nil  
**Transport:** Outreach and home visiting may be available  
**Disability Access:** Yes (ramps and toilets available)  
**Area Served:** Newcastle, Lake Macquarie, Port Stephens and Lower Hunter  
**Parent Organisation:** Hunter New England Local Health District

Hunter Genetics  
**Phone:** 4985 3100  
**Fax:** 02 4985 3105  
cnr Turton and Tinonee Rds, Waratah 2298  
**Mail to:** PO Box 84, Waratah 2298  
**Email:** hunter.genetics@hnehealth.nsw.gov.au  
**Web:** www.hnehealth.nsw.gov.au  
**Service Description:** Genetic counselling and support for individuals and families with a genetic disorder. We offer a clinical diagnostic service, information on genetic conditions, recurrence risk information and genetic testing including carrier testing. Outreach catchment areas include: Hunter, North Coast and Northern NSW Rural Areas.  
**Hours:** Mon-Fri 8:30am-5pm  
**Fees:** Bulk billed through Medicare  
**Disability Access:** Yes (ramp, toilet and parking)  
**Area Served:** Hunter / New England AHS; Mid North Coast  
**Parent Organisation:** Hunter New England Health  

Hunter New England Local Health District  
See Page 17
Hunter Valley Private Hospital
Phone: 4944 3777  Fax: 02 4944 3788
20 Mawson St, Shortland 2307
Email: Admissions@hvph.com.au
Web: www.hvph.com.au
Service Description: The hospital specialises in inpatient and day surgery, as well as endoscopy; musculoskeletal pain management; medical; palliative care; day only and overnight rehabilitation services. Allied health services include occupational therapy; physio; aquatic therapy; speech pathology and social work. Geriatric and general medicine; palliative care. Overnight accommodation for visitors. Registered provider of Medicare, Worker’s Compensation, CTP, Veterans’ Affairs, NDIS for people with disability.
Hours: 24 hours 7 days a week
Fees: On application.
Transport: Own transport required
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: Macquarie Hospital Services

IFFA (Induction for Fetal Abnormality)
Support Group
Phone: 4967 7413
Mail to: c/o 3 Jarrett St, Waratah West 2298
Email: faulknerannette@bigpond.com
Service Description: Provides support and information to parents who have undergone an interruption of pregnancy for foetal abnormality. Services include parent contacts, support group meetings, newsletter and library. Group meets 1st Wed of each month, contact for further details.
Hours: Daytime and evenings
Area Served: National

Interrelate Family Centres
Phone: 4016 0550  Fax: 02 4016 0580
495 Hunter St, Newcastle 2300
Mail to: PO Box 2349, Dangar 2309
Email: newcastle@interrelate.org.au
Web: www.interrelate.org.au
Service Description: Assists individuals, couples, families and groups to cope with stress, conflict, relationship problems and children etc. Conducts sexuality training in schools and for people with a developmental disability. There is up to 6 free counselling for carers of family members with a disability.
Hours: Mon-Thurs Fri 9am-5pm. Tue Wed 9:00-7:30pm Later appointments available, please contact for details.
Fees: A fee schedule is available on request which includes any applicable exemptions.
Area Served: Hunter

Irlen Diagnostic Clinic - Newcastle
See Page 45

Jesmond Neighbourhood Centre
See Page 18

Kaleidoscope - Hunter Children’s Health Network
Phone: 4921 3750 (option 5)  Fax: 02 4922 3904
Mail to: Locked Bag 1, Hunter Region MC 2310
Email: HNELHD-JHCHPaedOPD@hnehealth.nsw.gov.au
Web: www.kaleidoscope.org.au
Service Description: Integrated health services for children and adolescents.
Hours: Mon-Fri 8am-4:30pm
Disability Access: Yes (toilets, level entry and parking)
Area Served: Hunter / New England AHS

Let's Eat Paediatric Speech Pathology - Valerie Gent
See Page 45

Leukaemia Foundation
See Page 6

Life Without Barriers (National Office)
See Page 43
Little Star Speech Therapy  
**Phone:** 0478 755 833  
Suite 5a, 10 Bradford Close, Kotara 2289  
**Email:** littlestarspeechtherapy@gmail.com  
**Web:** www.littlestarspeechtherapy.com.au  
**Service Description:** Early intervention speech pathologists in private practice who provides evidence based assessment and therapy for individuals aged 18 months to 18 years with speech, language, fluency/stuttering and literacy delays and difficulties. NDIS approved to provide specialised assessment of skills, abilities and needs; early intervention supports for early childhood; and therapeutic supports NDIS provider.  
**Hours:** Mon-Sat 9am-5pm  
**Fees:** Varies with service, contact for details  
**Transport:** Services provided at schools if required  
**Disability Access:** Yes (level entry and parking)  
**Area Served:** Newcastle

McAuley Outreach Service  
**Phone:** 4961 2686  **Fax:** 02 4961 6912  
32 Union St, Tighes Hill 2297  
**Email:** Linda.Stewart@mercyservices.org.au  
**Web:** mercyservices.org.au  
**Service Description:** Professional alcohol and other drugs (AOD) counselling service usually through home visits to assist parent(s) to decrease AOD use. To minimise harm associated with AOD abuse in families by assisting parents of young children to set/achieve goals to support maintenance of a healthy lifestyle. To link families with appropriate health/other services. Improvement in parenting skills. Periodic parenting support, education through group programs.  
**Hours:** Mon - Fri 8:00am - 5:00pm  
**Fees:** Nil  
**Transport:** No  
**Disability Access:** No (Home visits provided)  
**Area Served:** Hunter Region  
**Parent Organisation:** Mercy Services

Mercy Services - Brighter Futures for Children and Families  
See Page 11

Mercy Services - Hunter  
See Page 6

Merewether Speech Pathology  
**Phone:** 4962 7300  **Fax:** 02 4962 5120  
Kidssmile, 40 Brown Rd, Broadmeadow 2292  
**Email:** angelinerandall@gmail.com  
**Web:** www.merewetherspeechpathology.com.au  
**Service Description:** The private paediatric speech pathology practice offers assessment and therapy options for school aged children having a range of communication difficulties, including speech and language disorders, childhood apraxia of speech, stuttering, autism spectrum, social communication, cleft palate type speech, disability and literacy difficulties. Registered NDIS provider.  
**Hours:** Tue 8.30am-5pm  
**Fees:** Varies with service, contact for details  
**Disability Access:** Yes (level entry and parking)  
**Area Served:** Newcastle

Newcastle Aquatic Physiotherapy  
See Page 19

Newcastle Multiple Birth Club Inc  
**Phone:** 0407 431 339  
**Email:** admin@newcastlembc.org.au  
**Web:** www.newcastlembc.org.au  
**Service Description:** The main aim of the club is to provide a means of communication for sharing information on the care and raising of multiple birth children, and to increase the awareness of the individuality of twins, triplets and other multiples.  
**Area Served:** Hunter Region  
**Parent Organisation:** AMBA (Australian Multiple birth Association)

Newcastle Temporary Care Ltd - Home Support Physiotherapy  
See Page 45
NewPsych Psychologists
Phone: 4926 5005  Fax: 02 4927 0915
15 Queen St, Cooks Hill 2300
Mail to: PO Box 345, Newcastle 2300
Email: reception@newpsych.com.au
Web: www.newpsych.com.au
Service Description: The team provide the following services: counselling; training to managers and staff; growth and development seminars; Employment Assistance Program, and assessments (neuropsychological, cognitive / functional, personal injury, victims of crime, court, pre-sentence) and mediation. Also supervision of new graduate psychologists. Approved provider of Better Start and NDIS services for people with disabilities. Staff training programs to companies addressing issues such as workplace stress, time management, work-life balance, customer service and management training.
Hours: Mon-Thu 8am-8pm Fri 8am-6pm
Fees: Rebates from Medicare, private health fund, Employee Assistance Plan. Provider for Better Start and NDIS. Victims of crime may be entitled to free sessions through the Victims of Crime Tribunal.
Area Served: Hunter Region

Pascoe Psychology
Phone: 4969 1896  Fax: 02 4913 5389
Suite 6, Level 2, 19 Kenrick St, The Junction 2291
Email: pascoepsychology@gmail.com
Web: site.pascoepsychology.com
Service Description: Psychological services assisting individuals, couples and families regarding eating disorders; weight management; self esteem and assertiveness; personality/interpersonal relationships; depression; anxiety and pain management using cognitive behavioural therapy; dialectical behavioural therapy; psychotherapy and solution focused therapy. Registered with NSW WorkCover, Veterans Affairs / VVCS, Employee Assistance Provider, NDIS, Medicare.
Hours: Tue 9am-11am; Wed Fri 9am-5pm
Fees: Standard fees. Medicare, major health funds, Vet Affair rebates
Disability Access: Yes (parking)
Area Served: Hunter

Newcastle Psychology and Health
Phone: 4952 9777  Fax: 02 4952 8777
Newcastle Psychology and Health, 20 Kendall St, Lambton 2299
Mail to: 20 Kendall Street, Lambton 2299
Email: admin@nph.net.au
Web: www.paulspencer.com.au
Service Description: This clinical psychologist specialises in assessing and treating child, adolescent and adult psychological health and social wellbeing. The practice addresses depression; stress; anxiety; relationship problems; trauma; mood/ personality/psychosis disorders, as well as addictive, impulsive or suicidal behaviours. Experienced with range of ages, ethnic backgrounds (including refugees), socio-economic states, genders. Registered for Medicare, Dept of Veteran's Affairs, NSW WorkCover, NDIS.
Hours: Mon-Fri 9:00am-5.00pm
Fees: Standard fees. Bulk billing with Concession Card; Medicare, major health funds and Vet Affair Rebates.
Disability Access: Yes
Area Served: Newcastle

PsychFocus
Phone: 4023 5699
T & G Building, Level 2, 45 Hunter St, Newcastle 2300
Mail to: PO Box 1120, Newcastle 2300
Email: info@psychfocus.com.au
Web: www.psychfocus.com.au
Service Description: Psychologist provides therapy; counselling and treatment for children; adolescents; couples and families with issues regarding anxiety and depression; stress; eating disorders; relationship issues; self esteem; wellbeing and workplace issues. Also provides supervision for Provisional Psychologists. Some home visits. Registered for Medicare, NSW WorkCover, EAP, NDIS.
Hours: Mon Fri 9am-6pm, Tue Thu 9am-6pm, Wed 1pm-8pm, Sat 9am-4pm
Fees: Standard fees. Bulk billing with Concession Card; Medicare, major health funds and Vet Affair Rebates.
Disability Access: Yes
Area Served: Newcastle
Alternative Names: Psych Focus, Cheryle Clothier

Rebound Physiotherapy P/L
See Page 20
Red Nose
Phone: 4969 3171  Fax: 02 4969 3170
78 Stewart Ave (Cnr Kemp St), Hamilton South 2303
Mail to: PO Box 64, The Junction 2291
Email: hunterregion@sidsandkids.org.au
Web: www.rednose.com.au
Service Description: Providing bereavement support for those who have experienced the death of their baby or young child. Promoting the safe sleeping campaign.
Hours: Mon - Fri 9:00am - 5:00pm
Fees: Free Service
Transport: On main bus route - parking available
Disability Access: Yes (Ramp at front entrance)
Area Served: Hunter Region
Parent Organisation: Sids and Kids National

Samaritans Reconnect
See Page 44

Samaritans
See Page 11

Samaritans
Phone: 1300 656 336, 4960 7100  Fax: 02 4960 7160
36 Warabrook Bvd, Warabrook 2304
Mail to: PO Box 366, Hunter Region MC 2310
Email: mail@Samaritans.org.au
Web: www.samaritans.org.au
Service Description: Provides support for adults and children with disabilities in the areas of Independent living skills, personal and home care, social and recreational activities, mental health support, specialist clinical support, child and family support, mentoring, assessment, case coordination and therapy (Speech, OT, Physio, Psychologist). Youth services and information, casework, early intervention and activities team, health services, emergency relief, child and family programs. Mental health programs, drug and alcohol services, disaster recovery, early learning centres, foster care, kinship care and in home child care. Domestic violence services. Registered NDIS provider.
Hours: Mon-Fri 9am-5pm
Fees: ADHC, NDIS and Individual Funding
Disability Access: Yes (toilet)
Languages spoken: Auslan
Area Served: Hunter Region (Newcastle)
Parent Organisation: Samaritans Foundation - Diocese of Newcastle

small TALK Speech Therapy - Hunter
Phone: 1300 651 704  Fax: 02 4027 5012
Shop 7, 394 Maitland Rd, Mayfield 2304
Email: admin@smalltalkspeechtherapy.com.au
Web: www.smalltalkspeechtherapy.com.au
Service Description: This family focused service specialises in children with Autism Spectrum Disorders and Down Syndrome. Therapists are qualified in Applied Behaviour Analysis, Auslan, Connect therapy, Fast ForWord, Hanen, PECS and provide group training in social skills, visual strategies and school readiness skills. Speech therapy in clinic, at home, in community setting. Workshops and webinars for parents. Advice and assessment, transition to other services and school. Registered with FaHCSIA (Helping Children with Autism), Better Start, Medicare. NDIS provider.
Hours: Mon-Fri 8:30am-5pm
Fees: Varies with service. Rebates from FaHCSIA, Better Start, Medicare
Disability Access: Yes (Level entry, parking)
Area Served: Hunter (including Newcastle); Central Coast;
Alternative Names: Newcastle Learning and Development Clinic
Spectrum Paediatric Occupational Therapy Service (SPOTS)
See Page 46

Speech Moves... Speech Pathology
Phone: 0423 902 114  Fax: 02 4920 1060
44 Monmouth St, Stockton 2295
Email: info@speechmoves.com.au
Web: www.speechmoves.com.au
Service Description: Clinic based and mobile paediatric speech pathology service catering to clients in the Port Stephens and Newcastle areas. Family centred practice. Autism, Assessment and therapy, Developmental delay, speech sounds, language and literacy, stuttering, social skills, Registered with FaHCSIA’s Helping Children with Autism Package, Better Start, Medicare, National Disability Scheme (NDIS) & all private health funds. Hanen Certified Practising Speech Pathologist.
Hours: Mon-Fri 9am-5pm
Fees: Vary depending on service provided. Rebates available
Disability Access: Yes (Level entry, parking)
Area Served: Port Stephens; Newcastle

Total Podiatry Solutions P/L
See Page 21
Unifam Counselling and Mediation Service  
**Phone:** 4925 6000  
**Fax:** 02 4926 5388  
**Ivl 3, 19 Bolton St, Newcastle 2300**  
**Mail to:** PO Box 655, Newcastle 2300  
**Email:** UnifamNewcastle@unitingcarenswact.org.au  
**Web:** www.unifamcounselling.org  
**Service Description:** Specialist programs for adults, children and young people to strengthen and enhance relationships, families and lives. Family law mediation, groups, parenting seminars, parenting after separation, clinical supervision. Specialist provider of keeping contact family law intervention.  
**Hours:** Mon Tue Wed Thu Fri 9am–5pm Thu 12pm-8pm  
**Fees:** Sliding scale—contact for details  
**Disability Access:** Yes (toilets, ramp and lift)  
**Area Served:** Hunter Region  

Vision Australia - Hunter  
**See Page 21**  

Wandiyal ATSI Inc  
**See Page 44**  

Wheeling and Able  
**See Page 44**  

Workplace Physiotherapy and Injury Management  
**Phone:** 4985 1808  
**Fax:** 02 4940 0322  
**Hunter Specialist Medical Centre,, 91 Chatham St, Broadmeadow 2292**  
**Email:** admin@workplacephysio.com  
**Web:** www.workplacephysio.com  
**Service Description:** The multi-disciplinary team of physiotherapist; exercise physiologist; nurse/rehabilitation counsellor; clinical psychologist; pain specialist; consultant on rehabilitation medicine provide assessment; planning; treatment; review, and prevention strategies for workers sustaining a musculoskeletal injury. Assess musculoskeletal; hearing; vision; drug and alcohol; functional capacity of potential and existing employees. Also in Mayfield. Weekly travel to Central Coast and Lower Hunter. Accredited provider of Medicare; Veterans Affairs; WorkCover; private medical funds. NDIS provider.  
**Hours:** Mon-Fri 8.30am-5:00pm. Other times by appointment  
**Fees:** Rebates from Medicare, Veterans Affairs, WorkCover, private medical funds.  
**Disability Access:** Yes (Hospital is fully accessible)  
**Area Served:** Hunter; Central Coast; New England  

YWCA Hunter Region Inc  
**Phone:** 4929 2954  
**Fax:** 02 4927 1529  
**24 Dawson St, Cooks Hill 2300**  
**Email:** yncle@bigpond.com  
**Web:** www.ywcahunterregion.org.au  
**Service Description:** YWCAs deliver programs and services and undertake advocacy to develop the leadership and collective power of women and girls; supporting individuals, their families and communities at critical times, and promoting gender equality and community strengthening. Programs available include; Kindergym; Kinder/yoga classes; Vacation Care school holiday Program for 5 - 12 year old children; "Encore" after breast cancer exercise program; EveryGirl Program for upper primary aged girls; university accommodation;  
**Hours:** Mon - Fri 8.30am - 5:00pm  
**Fees:** Free or Fee for program costs  
**Disability Access:** No  
**Area Served:** Hunter Region  
**Parent Organisation:** YWCA Australia  

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**Long Day Care**  

Adamstown Community Early Learning and Preschool Inc  
**Phone:** 4952 9972, 4952 9711  
**Fax:** 02 4952 9775  
**210 Gosford Rd (cnr Glebe Road), Adamstown 2289**  
**Mail to:** PO Box 103, Adamstown 2289  
**Email:** director@adamstownchildren.org.au  
**Web:** www.adamstownearlylearning.org.au  
**Service Description:** Community based early learning childhood centre.  
**Hours:** Mon - Fri 7:30am - 5:45pm  
**Fees:** Nursery- $96 per day, Toddler- $95 per day, Preschool- $93 per day  
**Transport:** Bus/Train close by  
**Disability Access:** Yes (Ramp)  
**Area Served:** Hunter Region  
**Parent Organisation:** Community Based  

Awabakal Aboriginal Medical Centre  
**See Page 10**  

Blinkies Early Education Centre  
**Phone:** 4952 6269  
**Fax:** 02 4952 6020  
**5 Hawkins St, New Lambton 2305**  
**Email:** blinkies@blinkiesec.com.au  
**Web:** www.blinkiesec.com.au  
**Service Description:** 20 under two year olds and 43 2-5 year old  
**Hours:** Mon - Fri 7:00am - 5:45pm  
**Fees:** Please contact 02 4952 6269  
**Area Served:** Newcastle
Broadmeadow Montessori Children's House
Phone: 4929 1884  Fax: 02 4961 1884
138 Broadmeadow Rd, Broadmeadow 2292
Email: newcastle.montessori@gmail.com
Service Description: Montessori Preschool 3 -6 years, "education in harmony with life"
Hours: Mon - Fri 8:00am - 4:00pm (4:30pm of booked)
Fees: $75 for normal 8am - 4 pm enrolment; $80 to book until 4.30pm; $168 for 5day attendance
Transport: On bus route, near Broadmeadow station
Languages spoken: Tamil, Singhatese, Maori
Area Served: Hunter Region

Elder Street Early Childhood Centre
Phone: 4953 9300  Fax: 02 4953 9782
136 Elder St, Lambton 2299
Email: director@eldersstreetechc.com
Web: www.eldersstreetechc.com
Service Description: 39 place Long Day Care Centre catering for children between the ages of 6 weeks and school age.
Hours: Mon-Fri 7am-5.50pm
Area Served: Hunter Region

Elermore Vale Early Learning Centre
Phone: 4951 8102  Fax: 02 4951 8103
129 Croudace Rd, Elermore Vale 2287
Mail to: PO Box 2011, Elermore Vale 2287
Email: evelc@people.net.au
Web: www.earlylearningchildcare.com.au
Service Description: Elermore Vale Early Learning Centre is a community based, not for profit 39 place centre catering for the needs of families with children from 6 weeks to 5 years. Elermore Vale Early Learning Centre has 11 staff on the premises daily, all holding relevant qualifications.
Hours: Mon - Fri 7:30am - 5:30pm
Fees: Full Daily Fees $95.00 Meals included
Disability Access: Yes (Ramp at front access)
Area Served: Hunter Region
Parent Organisation: Community Based

Glendore Child Care Centre
Phone: 4965 6590
4-8 Glendore Pde, Maryland 2287
Mail to: PO Box 208, WALLSEND 2287
Email: glendorechildcare@hunterlink.net.au
Web: glendorechildcarecentre.com.au/
Service Description: 48 Places
Hours: Mon - Fri 7:00am - 6:00pm
Fees: $90.00 per day
Transport: Bus STOP near our front door.
Disability Access: Yes (Wide doorways, slopes)
Area Served: Hunter Region
Parent Organisation: Not for Profit, Community Based, Parent Managed

Goodstart Early Learning Broadmeadow
Phone: 4965 3400
142 Broadmeadow Rd, Broadmeadow 2292
Email: enrolments@goodstart.org.au
Web: www.goodstart.org.au/centres/broadmeadow/overview
Service Description: The centre caters for 50 children per day across four rooms, ranging from six weeks to five years. A team of ten staff work throughout the centre in the various rooms. A wide variety of educational activities and experiences are available to children daily. A full Preschool and School Readiness Program which incorporates a literacy program called LetterLand into daily activities is offered.
Hours: Mon - Fri 7:30am - 5:30pm
Area Served: Newcastle

Hamilton Child Care Centre
Phone: 4962 1334
207 Denison St, Hamilton 2303
Email: director@hamiltonchildcare.com.au
Web: www.hamiltonchildcare.com.au
Service Description: 36 places for ages 6 months up to 6 years
Hours: Mon - Fri 8:00am - 5:30pm
Fees: $90.00 per day
Transport: Bus, Train
Disability Access: Yes (Ramp)
Area Served: Hunter Region
Parent Organisation: Parent Management Committee
Jesmond Early Education Centre Inc  
**Phone:** 4951 4224  
56 Mordue Pde, Jesmond 2299  
**Mail to:** P.O.Box 188, Jesmond 2299  
**Email:** jeeckaren@bigpond.com  
**Web:** www.jeec.org.au  
**Service Description:** The service is a community based not for profit service operating for over 30 years. We have above qualified educators and higher staff to child ratio’s in all rooms. 3 rooms available for Early development 0-2 years, Early learners:2-4 years and Pre school-3-school age. Meals provided-Morning Tea, Cooked Lunch Afternoon Tea & a late afternoon tea. We also cater for allergies & a variety of cultural meals.  
**Hours:** Monday to Friday 7:30am - 6:00pm  
**Fees:** $94  
**Transport:** Bus near local shopping centre  
**Disability Access:** Yes (wheelchair access)  
**Area Served:** Hunter Region  
**Alternative Names:** JEEC

Kintaiba Child Care Centre  
**Phone:** 4967 3475  
University Drive, Callaghan 2308  
**Email:** ku.kintaiba@ku.com.au  
**Web:** www.ku.com.au  
**Service Description:** The name ‘Kintaiba’, which means ‘a place of laughter and games’ in the local indigenous Awabakal language was chosen to reflect our aim to make KU Kintaiba a fun and rewarding learning experience for your children. Surrounded by natural bushland, KU Kintaiba provides a unique play area for your child. Our outdoor area is spacious allowing children to play freely under the supervision of our qualified staff.  
**Hours:** Mon - Fri 7:30am - 6:00pm  
**Fees:** Please call centre for advice as it changes annually.  
**Transport:** Buses  
**Disability Access:** Yes (Angled pathways and walkways in the building.)  
**Languages spoken:** Punjabi  
**Area Served:** Hunter Region  
**Parent Organisation:** KU Children's Services

Maryland Care & Early Education Centre Inc  
**Phone:** 4951 7783  
34 Boundary Rd, Maryland 2287  
**Email:** office@marylandchildcare.org.au  
**Web:** www.marylandchildcare.org.au  
**Service Description:** Childcare service for children ages 6 weeks to 6 years.  
**Hours:** Mon - Fri 7:30am - 5:45pm  
**Fees:** $101 per day  
**Disability Access:** Yes (Ramp)  
**Languages spoken:** English & Cantonese  
**Area Served:** Newcastle

Mayfield Early Learning Centre  
See Page 46

Merindah Children's Centre  
**Phone:** 4951 5995  
28 Bunn St, Wallsend 2287  
**Email:** office@merindah.org.au  
**Web:** merindah.org.au/  
**Service Description:** 50 children aged 6 weeks - 5 years  
**Hours:** Mon - Fri, 7:30am-5:45pm  
**Area Served:** Hunter Region  
**Parent Organisation:** Community Based

Mission Australia - Stockton Early Learning Centre  
**Phone:** 4033 7700  
2 Barrie Crescent, Stockton 2295  
**Mail to:** 2 Barrie Cres, Stockton 2295  
**Email:** els_stockton@missionaustralia.com.au  
**Web:** sd.missionaustralia.com.au/16-stockton-early-learning-centre  
**Service Description:** Early Learning Service located on Stockton Beach. The centre has three rooms: Nursery, Toddler & Preschool Rooms. We aim to provide a play based learning environment that incorporates the Early Years Learning Framework which allows your child to develop at their own pace. Our educators will enhance and scaffold your child's learning opportunities while working collaboratively with your family to cater for your child's individual needs, strengths and interests. We look forward meeting your family.  
**Hours:** Mon - Fri 6.30am to 6.00pm  
**Fees:** Maximum fee $102.50 to $109.50 per day  
**Area Served:** Hunter Region
Mission Australia Early Learning Services - Hunter
Phone: 1800 757 343
Meets at: Northern NSW Regional Office, 956 Hunter St, Newcastle 2300
Mail to: PO Box 2274, Dangar 2309
Email: EarlyLearningHelpdesk@missionaustralia.com.au
Web: www.maeearlylearning.com.au
Service Description: These centres provide education, before and care for children aged 6 weeks to 6 years. Activities include open-ended experiences, literacy and numeracy, independence and flexible routines to enrich each child’s learning potential and to support individual social, emotional, physical and intellectual needs. Centres at Beresfield, Kurri Kurri, Mount Hutton, Stockton, Tingenba Bay, Raymond Terrace.
Hours: Mon-Fri 6am-6pm
Fees: Yes, contact for more information.
Disability Access: Yes (wheelchair access)
Area Served: Hunter
Parent Organisation: Mission Australia

Samaritans Early Learning Centre
Phone: 4929 2093 Fax: 02 4929 7463
41 Darby St, Newcastle 2300
Email: selc@samaritans.org.au
Web: www.samaritans.org.au
Service Description: Childcare centre for all ages up to 5 years old.
Hours: Mon - Fri 7:45am - 6:00pm
Area Served: Newcastle

Six Hats Early Childhood Service
Phone: 4967 4991
54-56 Industrial Drive, Mayfield 2304
Mail to: PO Box 24, Mayfield 2304
Email: admin@sixhats.com.au
Web: www.sixhats.com.au
Service Description: 46 places
Hours: Mon - Fri 7:30am - 6:00pm
Fees: $85/day
Disability Access: Yes (Parking, Toilet)
Area Served: Newcastle
Parent Organisation: Board: The Hunter Region Working Womens Group Ltd

The Little Unicorn Early Education & Preschool Centre
Phone: 4962 1788
78 - 82 Brunker Rd, Broadmeadow 2292
Email: thelittle_unicorn@bigpond.com
Service Description: Early Education and Preschool for children from 6 weeks to school age. Nutritious meals provided. Approved for CCB and CCR.
Hours: Mon - Fri 7:00am - 6:00pm
Languages spoken: Japanese
Area Served: Newcastle

Tillys Play and Development Centre - Waratah 2
Phone: 4967 7399 Fax: 02 4967 6044
42 Station St, Waratah 2298
Email: waratah2@tillyschildcare.com.au
Web: www.tillyschildcare.com.au
Service Description: Long day care centre for children from 6 weeks to 6 years.
Hours: 6:30am to 6:30pm
Fees: $107 for 0-2 years, $97 for 2-3 years, $95 for 3-6 years
Disability Access: Yes
Area Served: Newcastle

Occasional Care

integratedliving Australia Ltd
See Page 18
Merindah Children's Centre
See Page 59
Samaritans Early Learning Centre
See Page 60
### Out of School Hours Care

**Adamstown Out of School Hours Care**  
**Phone:** 4957 9204  
Adamstown Primary School, Bryant St, Adamstown 2289  
**Mail to:** PO Box 101, Adamstown 2289  
**Email:** admin@adamstownoosh.com.au  
**Service Description:** The Adamstown Out of School Hours Care (OOSH) is a not for profit community based organisation managed by a volunteer parent committee. Adamstown OOSH provides quality care for children of primary school age and caters for up to 80 students for before school care, after school care and vacation care.  
**Hours:** Mon-Fri 7:00am - 9:00am & 3.00 - 6:00pm  
**Fees:** Before School Care: $10.50 Permanent bookings $11.50 Casual bookings  
After School Care: $16.00 Permanent Bookings $17.00 Casual Bookings  
**Area Served:** Hunter Region  
**Parent Organisation:** Adamstown OOSH Inc  

**Belair Community Out of School Hours Centre**  
**Phone:** 4956 2248  
C/- Belair Public School, Via Terence St, Adamstown Heights 2289  
**Mail to:** PO Box 144, Kotara Fair 2289  
**Email:** belairoosh@bigpond.com  
**Web:** [www.belairoosh.org.au/](http://www.belairoosh.org.au/)  
**Service Description:** Out of school hours and school vacation Care. For enrolments please visit [http://www.belairoosh.org.au/enrolments/](http://www.belairoosh.org.au/enrolments/)  
**Hours:** Mon-Fri 7:00am - 9:00am & 2:00pm - 6:00pm  
**Fees:** Yes  
**Area Served:** Newcastle  

**Hamilton South Before & After School Care Centre Inc (OOSH)**  
**Phone:** 4961 2909  
**Fax:** 02 4961 2909  
Hamilton South School, Gate 8 Jenner Pde, Merewether 2291  
**Mail to:** PO Box 213, The Junction 2291  
**Email:** hamsouth@bigpond.net.au  
**Service Description:** Hamilton South OOSH is a secure fun filled child focused centre caring for children before school &/or after school during school terms located at Hamilton South Primary School. Unable to service children from other schools unless your child can be dropped off at Hamilton South OOSH - no pick up or drop off service.  
**Hours:** Mon-Fri 7:00am-9:00am & 2:30pm-6:00pm  
**Fees:** Please see web page  
**Area Served:** Newcastle  
**Parent Organisation:** integratedliving Australia Ltd  
See Page 18  

**Jesmond Community Pre-school**  
**Phone:** 4952 5652  
**Fax:** 02 4952 2071  
Janet St, Jesmond 2299  
**Mail to:** PO Box 132, Jesmond 2299  
**Email:** admin@jesmondcommunitypreschool.com.au  
**Service Description:** Jesmond Community Preschool is a small centre that caters for the local community and families; a not for profit organisation that caters for 40 children, aged 3-6yrs.  
**Hours:** Monday – Friday: 9.00am – 3.00pm.  
Extended hours program operates 8am - 9am and 3pm - 5pm  
**Fees:**  
**Area Served:** Jesmond  
**Parent Organisation:** Jesmond Community Preschool Management Committee
Kotara South Out of School Hours Care
Phone: 4956 4398
Rae Crescent, Kotara 2289
Mail to: Kotara South School, Rae Crescent, Kotara 2289
Email: kotarasthoosh@bigpond.com
Web: www.belairoosh.org.au/
Service Description: Out of School hours care for children
Hours: 7:00am-9:00am & 2:00pm-6:00pm school days
Fees: Morning: $11 Afternoon: $14.50
Area Served: Hunter Region

Maryland Out of School Hours Care (OOSH)
Phone: 4955 6273  Fax: 02 4955 0144
Maryland Public School, John T Bell Drive, Maryland 2287
Mail to: PO Box 183, Wallsend 2287
Email: director@marylandoosh.com.au
Service Description: Out of School Hours Care, Vacation Care
Hours: Mon-Fri 6:30am-8:30am, 2:30pm-6:00pm Vacation Care - 8am-6pm
Fees: charged daily, per session
Transport: Public transport
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: Committee Based

Merewether Heights Out of School Hours and Vacation Care
Phone: 4963 5654
Merewether Heights Public School, Scenic Drive, Merewether Heights 2291
Mail to: C/O 32 James St, Tingira Heights 2290
Email: mhts@ooshnewcastle.com.au
Web: www.merewetherheightsoosh.com
Service Description: The goal of Merewether Heights OOSH & Vacation care is to provide the highest quality of care for school age children. The service provides three types of care: before school care (7am - 9am); short afternoon care (up to 4pm) and standard after school care (2.30pm - 6pm)
Hours: Various (please refer to service details)
Fees: Varies, please see website
Transport: Bus for OOSH Transport
Area Served: Newcastle

Mission Australia Early Learning Services - Hunter
See Page 60

New Lambton District Out of School Hours Care
Phone: 4957 3480
New Lambton South Public School, St James Rd, New Lambton 2305
Mail to: PO Box 165, New Lambton 2305
Email: nldoosh@bigpond.com
Service Description: Before and after school care is available for children from the four New Lambton primary schools. A private bus transfer accompanied by two staff members is provided to and from the centre. A wide range of activities are on offer including organised sports, dance, choir and arts and crafts.
Hours: Mon-Fri 6:45am-9:25am & 3:00pm-6:00pm
Fees: Morning Fees $14.50 - $16.50, Afternoon $18.50 - $20.50
Transport: Privately chartered buses are used to transport children from New Lambton Public School and St Therese's and New Lambton Heights Infants Schools
Area Served: Lambton

Newcastle East Public School Out of School Hours Care (OOSH)
Phone: 4929 1550
Cnr Brown & Tyrell Sts, Newcastle 2300
Email: newcastlee-p.school@det.nsw.edu.au
Service Description: OOSH is housed in a heritage gothic building, within the school grounds. It is particularly valued by parents who have a long working day, or who have study commitments outside normal school hours.
Hours: Mon-Fri 7:00am-9:00am & 3:00pm-6:00pm
Fees: fee to be paid directly to the Manager. Most families also qualify for the Federal Government subsidy, known as the CCB (Child Care Benefit), which can effectively reduce the cost significantly
Area Served: Newcastle
Parent Organisation: Newcastle

Northcott - Hunter New England
See Page 7
Stockton School Kids Fun Club  
**Phone:** 4928 3433  
Stockton Public School, 10 Clyde St, Stockton 2295  
**Mail to:** PO Box 26, Stockton 2295  
**Email:** stocktonkids@gmail.com  
**Service Description:** Before and after school childcare service and vacation care during school holidays for 5-12 year olds enrolled and attending Stockton Public, St Peters and Fern Bay Public School. An Approved Service which achieved a rating as overall MEETING National Quality Standard with the Department of Education and Communities.  
**Hours:** Mon-Fri 7:00am-9:00am & 2:30pm-6:00pm. School Vacation Care 8am-6pm  
**Fees:** CCB and CCR approved  
**Disability Access:** Yes (Ramps)  
**Area Served:** Hunter Region  
**Alternative Names:** Stockton OOSH

The Junction Before and After School Care  
**Phone:** 4963 5440  
Junction Public School, Union St, The Junction 2291  
**Mail to:** PO Box 122, The Junction 2291  
**Email:** thejunctio-p.school@det.nsw.edu.au  
**Service Description:** 20 places Before School Care 70 places After School Care  
**Hours:** Mon-Fri 7:00am-9:00am & 2:00pm-5:45pm  
**Fees:** Yes  
**Area Served:** Hunter Region  
**Parent Organisation:** Community Based

Tillys Play and Development Centre - Waratah 2  
See Page 60

### Preschools

Awabakal Aboriginal Medical Centre  
See Page 10

Blinkies Early Education Centre  
See Page 57

Broadmeadow Montessori Children's House  
See Page 58

Elermore Vale Pre-school  
**Phone:** 4955 9016  
**Fax:** 02 4950 2195  
Primary School Jubilee Rd, Elermore Vale 2287  
**Email:** elermoreva-p.school@det.nsw.edu.au  
**Web:** www.elermoreva-p.schools.nsw.edu.au  
**Service Description:** Located at Primary School. Must be starting school the following year.  
**Hours:** School days 9:00am - 3:00pm  
**Fees:** $30 per day  
**Transport:** Private - parents / guardians responsibility  
**Disability Access:** Yes (ramps, toilets)  
**Area Served:** Hunter Region

Frogstomp Pre-school  
**Phone:** 4969 2124  
**Fax:** 02 4969 2124  
80A Jenner Pde, Hamilton South 2303  
**Email:** frogstomppreschool@bigpond.com  
**Service Description:** 32 places for ages 3-6 years  
**Hours:** School days 8:00am - 4:00pm  
**Area Served:** Hunter Region

Hamilton Community Pre-school  
**Phone:** 4969 2893  
**Fax:** 02 4969 2893  
108 Lindsay St, Hamilton 2303  
**Email:** hamiltonpreschool@idl.com.au  
**Web:** www.hamiltoncommunitypreschool.com.au  
**Service Description:** 26 places per day for children aged 3 to 5 years  
**Hours:** Mon - Fri 8:30am - 4:00pm  
**Fees:** Ranges from $55.00 to $17.00 per day for children aged 3 to 5 years  
**Disability Access:** Yes (Ramps)  
**Area Served:** Hunter Region

Henry Street Community Pre-school  
**Phone:** 4963 3366  
**Fax:** 02 4963 3366  
Henry St, Merewether 2291  
**Email:** henrystreet@aapt.net.au  
**Web:** www.henrystreetcommunitypreschool.net  
**Service Description:** A 20 place preschool servicing the suburbs of Merewether and Hamilton South  
**Hours:** School days 8.30am-4pm  
**Fees:** Yes  
**Transport:** no  
**Disability Access:** Yes (Ramps)  
**Languages spoken:** no  
**Area Served:** Newcastle  
**Parent Organisation:** Henry Street Community Pre School Association Incorporated  
Jesmond Community Pre-school  
See Page 61
Jumping Jacks Community Pre-school Inc.
Phone: 4952 4228
184 Lambton Rd, New Lambton 2305
Mail to: PO Box 273, New Lambton 2305
Email: admin@jjcps.com.au
Web: jjcps.com.au
Service Description: Jumping Jacks Community Preschool caters for 40 children per day, 3 to 6 years of age during school terms 8.30am-3.30pm. The Preschool consists of two classrooms named the “Blue Room” and the “Green Room” and an exciting playground. The preschool operates an “open-door” policy which means that families can drop off and pick up, any time between 8.30am and 3.30pm.
Hours: School days 8:30am - 3:30pm, Extended Care 3:30 - 4:00pm
Fees: Contact the centre
Disability Access: Yes (Ramps)
Area Served: Hunter Region

KU Mayfield Preschool
Phone: 4968 1517 Fax: 02 4960 0390
9 Park St, Mayfield 2304
Email: ku.mayfield@ku.com.au
Web: www.ku.com.au
Service Description: Care and education for children 3-5 years of age with a strong focus on sustainability and connecting with nature and the community. Approved for Child Care Benefit (CCB and Child Care Rebate (CCR)
Hours: Mon - Fri 8:00am - 4:00pm
Fees: CCB and CCR Rebates
Transport: Own transport preferred, public transport close by.
Area Served: Hunter Region
Parent Organisation: KU Children's Services

KU Merewether Pre-school
Phone: 4963 1590 Fax: 02 4963 1911
25 Caldwell St, Merewether 2291
Mail to: PO Box 3221, Merewether 2291
Email: ku.merewether@ku.com.au
Web: www.ku.com.au
Service Description: 35 places for preschoolers aged 3 to 6 years.
Hours: School days 8:30am - 4.00pm
Transport: Local bus stop
Disability Access: Yes (Shower/Toilet)
Languages spoken: Japanese
Area Served: Hunter Region

Maryland Drive Pre-school
Phone: 4950 2916
179 Maryland Drive, Maryland 2287
Email: marylanddrpreschool@bigpond.com
Web: jfp.mychild.gov.au/ChildCareService/Provider.aspx/1582/Maryland-Drive-Preschool
Service Description: 30 place preschool
Hours: Mon - Fri 8:30am - 4:30pm
Area Served: Newcastle

Mission Australia - Stockton Early Learning Centre
See Page 59

Mission Australia Early Learning Services - Hunter
See Page 60

Narnia Christian Preschool & Early Childhood Centre
Phone: 4960 6695 Fax: 02 4960 6690
55 High St, Waratah 2298
Mail to: PO Box 327, Waratah 2298
Email: narnia.newcastle@spcc.nsw.edu.au
Service Description: Narnia Christian Preschool and Early Childhood Centre caters for children from birth to five years of age and offers a dynamic and creative environment tailored to meet the needs of every child.
Hours: 48 weeks per year between 7.30am and 5.30pm.
Fees: Varies - See website or contact centre
Disability Access: Yes
Area Served: Newcastle
Parent Organisation: St Philip's Christian College
Orana Community Pre-school Inc
Phone: 4951 6333
10 Bean St, Wallsend 2287
Email: oranapreschool@bigpond.com
Web: www.oranapreschool.com.au
Service Description: Orana Community Preschool is a community based one unit preschool licensed by the Department of Education and Communities for 29 children per day, offering full day sessions (No rest time)
Hours: School days 9:00am - 3:15pm
Fees: $35 per day (Low Income - $22 per day)
Area Served: Newcastle
Parent Organisation: Non profit community based

Spectrum Paediatric Occupational Therapy Service (SPOTS)
See Page 46

Speech Moves... Speech Pathology
See Page 56

St. Andrew's Church Community Preschool Inc
Phone: 4929 1113 Fax: 02 4929 1137
Cnr Laman & Auckland St, Cooks Hill 2300
Mail to: PO Box 3501, Merewether 2291
Email: standrews.ps@internode.on.net
Web: www.standrewspreschool.com.au
Service Description: For ages 3 to 5 years.
Hours: Mon - Fri 8:00am - 4:00pm
Area Served: Hunter Region

The Little Unicorn Early Education & Preschool Centre
See Page 60

Uniting Preschool Adamstown Heights
Phone: 4943 6544 Fax: 02 4943 6555
Cnr Northcott Drive & Ellerslie Rd, Adamstown Heights 2289
Email: adamstownheightsps@uniting.org
Web: www.unitingcarechildrensservices.org.au
Service Description: Adamstown Heights Preschool and Playcentre has been operating for 33 years and is a much-loved part of the local community. It is conveniently located near Newcastle, tucked away from the nearby busy roads, in a natural environment surrounded by trees. The outdoor area includes a stage, bike track, mud pit and vegetable patch. Staff-to-child ratios ensure meaningful connections with each child in a well supervised environment. The curriculum is guided by the Early Years Learning Framework and scaffolds school readiness across all aspects of learning. The popular playgroup is coordinated by a qualified educator who works closely with the preschool team. Families with 0-3 year olds are encouraged to become part of the preschool community and enrol in this unique program.
Hours: Mon to Fri 9.00am - 3.00pm
Disability Access: Yes (Ramp into centre, hydraulic lift nappy change area)
Area Served: Newcastle

Wallsend Community Pre-school
Phone: 4955 8477 Fax: 02 4955 8422
Cnr Douglas St and Abbott St, Wallsend 2287
Mail to: PO Box 143, Wallsend 2287
Email: wcps@bigpond.com
Service Description: We have a large, landscaped and shaded outdoor environment with lush gardens. Our program is guided by the Early Years Learning Framework for Australia. Our team are dedicated, qualified and experienced, they provide an inclusive program that promotes and supports play as central to the learning process. We aim to enhance each child’s potential, building on strengths and interests.
Hours: Mon - Fri 8:30am - 3:30pm
Fees: Daily Fees Range from $24 to $49
Area Served: Wallsend

Vacation Care

Adamstown Out of School Hours Care
See Page 61

integratedliving Australia Ltd
See Page 18

Leukaemia Foundation
See Page 6
Maryland Out of School Hours Care (OOSH)
See Page 62

Merewether Heights Out of School Hours and Vacation Care
See Page 62

Mission Australia Early Learning Services - Hunter
See Page 60

Newcastle East Public School Out of School Hours Care (OOSH)
See Page 62

Stockton School Kids Fun Club
See Page 63

YWCA Hunter Region Inc
See Page 57
## Community Facilities

### Community Centres

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<thead>
<tr>
<th>Centre</th>
<th>Phone</th>
<th>Fax</th>
<th>Address</th>
<th>Email</th>
<th>Web</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minmi Progress Hall</td>
<td>4974 2864</td>
<td>02 4974 2603</td>
<td>100 Woodford St, Minmi 2287</td>
<td><a href="mailto:communityfacilities@ncc.nsw.gov.au">communityfacilities@ncc.nsw.gov.au</a></td>
<td><a href="www.newcastle.nsw.gov.au/services/community_development2/facilities">www.newcastle.nsw.gov.au/services/community_development2/facilities</a></td>
</tr>
</tbody>
</table>

### Elermore Vale Community Hall

**Phone:** 4974 2864  **Fax:** 02 4974 2603  
122 Cardiff Rd, Elermore Vale 2287  
**Email:** communityfacilities@ncc.nsw.gov.au  
**Web:**  

**Service Description:** The facility offers a secure, safe environment with basic provisions for any type of small to medium size program, activity or function.  
**Hours:** Enquiries - Mon - Fri 9.00am to 5.00pm  
**Fees:** Refer to Council's fees & charges  
**Disability Access:** Yes (Ramp to entry)  
**Area Served:** Newcastle  
**Parent Organisation:** The City of Newcastle

### Minmi Progress Hall

**Phone:** 4974 2864  **Fax:** 02 4974 2603  
**Email:** communityfacilities@ncc.nsw.gov.au  
**Web:**  

**Service Description:** Hall with kitchen facilities and tennis courts available for hire. Sorry, no 18th or 21st birthday parties  
**Hours:** Enquiries - 9.00am-5.00pm Mon to Fri  
**Fees:** Refer to Council's fees & charges  
**Area Served:** Newcastle  
**Parent Organisation:** The City of Newcastle
Newcastle City Hall
Phone: 4974 2996  Fax: 02 4974 2902
290 King St, NEWCASTLE 2300
Mail to: PO BOX 489, Newcastle 2300
Email: majorvenues@ncc.nsw.gov.au
Web: www.newcastlecityhall.com.au
Service Description: Located opposite Civic Park and adjacent to the Civic Theatre, Newcastle City Hall has 7 function rooms, including the magnificent 820 seat Concert Hall. City Hall plays host to civic receptions, conferences, seminars, weddings, school formals and community gatherings. City Hall is a magnificent example of art deco architecture. Refurbished in 2001 it effectively combines historic charm and affordability with state-of-the-art conference and venue facilities.
Fees: Dependant on venue hire or ticket price
Transport: Close to Bus routes; car parking on nearby streets
Disability Access: Yes (Lift)
Area Served: Hunter
Alternative Names: Newcastle City Hall
Parent Organisation: Newcastle City Council

Halls and Meeting Rooms

Alice Ferguson Community Centre
See Page 25

Carrington Community Centre
See Page 67

Elermore Vale Community Centre
See Page 67

Elermore Vale Community Hall
See Page 67

Ethnic Communities Council of Newcastle and Hunter Region Inc
Phone: 4960 8248  Fax: 02 4960 8249
Waratah Community Reserve, 2a Platt St, Waratah 2298
Email: office@eccnewcastle.org.au
Web: www.eccnewcastle.org.au
Service Description: Community based peak organisation whose role is to represent ethnic communities in the Hunter. The Council provides an advocacy service for ethnic people and assists in identifying gaps and developing new services. The Council operates a variety of special projects and units for specific age groups and target areas such as community development projects, social support and friendship groups.
Hours: Monday to Friday 9:00am-4:30pm
Disability Access: Yes (wheelchair access and disabled toilet)
Area Served: Hunter

Jesmond Neighbourhood Centre
See Page 18

Merewether Surf Life Saving Club Inc
See Page 28

Minmi Progress Hall
See Page 67

Newcastle City Hall
See Page 68

Octapod
See Page 38

YWCA Hunter Region Inc
See Page 57
Sports Facilities

Beresfield Swimming Club Inc
Phone: 0413 337 184
Beresfield Swimming Centre, Anderson Dr, BERESFIELD 2322
Mail to: PO Box 31, BERESFIELD 2322
Email: barracudassc@optusnet.com.au
Web: beresfield.swimming.org.au
Service Description: We are a family oriented swimming club which encourages members to develop skills at your own pace. Our club meets are based on improving your best times in each stroke. We have races suitable for beginners over 25m freestyle and 15m breaststroke through to competent swimmers over 50m, 100m and 200m. Competency is assessed by times and proficiency with swimmers being graded for each stroke from beginners in E-grade through to A-grade for the fully proficient swimmers. You need to preregister each week with competitor full name and date via sms to 0421 836 549 or sms 0413 337 184 or email to barracudassc@optusnet.com.au (TIP don't leave this too late as sometimes these systems become overloaded at peak times which is when we're trying to download) OR come to the clubroom at the pool prior to 5:30pm. All Registrations close at 5:30pm SHARP. We recommend you arrive at the pool at 5:45pm to be ready for racing. Sometimes with a crowd it can take a while to get through the turnstiles!
Hours: Friday nights from 11 October 2013 through to the end of March 2014 with each night starting at 6pm sharp.
Area Served: Newcastle; Maitland

Minmi Progress Hall
See Page 67

Newcastle Aquatic Physiotherapy
See Page 19

Newcastle Basketball
Phone: 4961 3185  Fax: 02 4961 6825
Cnr Young & Curley Rd, Broadmeadow 2292
Mail to: PO BOX 173, Broadmeadow 2292
Email: admin@newcastlebasketball.com.au
Web: www.newcastlebasketball.com.au
Service Description: Organising basketball competitions, providing space for other sporting competitions and groups. Promoter of sport in Newcastle and the Hunter. Attached to the basketball stadium is accommodation for up to 60 people in a dormitory style sports.
Hours: Office hours 9:00am - 5:00pm
Transport: Close to Bus and Rail (Broadmeadow Station)
Disability Access: Yes (Toilets)
Area Served: Newcastle
Alternative Names: Basketball Association of Newcastle

Newcastle International Hockey Centre
Phone: 4952 8899  Fax: 02 4952 8146
Newcastle International Hockey Centre, Turton Rd, BROADMEADOW 2292
Mail to: PO Box 303, NEW LAMBTON 2305
Email: nihc@newcastlehockey.com.au
Web: nihc.com.au
Service Description: Provides hockey playing facilities to junior boys and girls, women, mens association and schools
Hours: 8.00am - 11.00pm
Fees: Senior games; $210 per hour; Junior $192 p.h. Training $97 p.h.
Transport: Close to bus and rail routes
Disability Access: No
Area Served: Lower Hunter

NU Moves Physiotherapy
Phone: 4921 6879  Fax: 02 4921 7371
Lvl 2, Forum Sports & Aquatic Centre, Newcastle University, University Dr, Callaghan 2308
Email: admin@numovesphysiotherapy.com.au
Web: www.numovesphysio.com.au
Service Description: A trusted team of physiotherapists who are skilled in exercise based rehabilitation of complex conditions; manual therapy; and massage. Gym and pool facilities available. Pilates classes. Approved provider with NDIS services for people with disabilities.
Hours: Mon-Fri 8am–6pm
Fees: NDIS approved sessions billed directly; rebates from medicare EPC, and private health funds available.
Disability Access: Yes
Area Served: Newcastle
Adaptive Technology Centre

**Phone:** 4921 8684, 4921 7046
The Newcastle University, Auchmuty Library, lvl 3, University Dr, Callaghan 2308

**Email:** student-disability@newcastle.edu.au

**Web:** www.newcastle.edu.au/

**Service Description:** The Adaptive Technology Centre is a service provided by the University of Newcastle for students with a disability. The centre is located in the Auchmuty Library, level three (main entrance level) near the Video Conference Room and reference Collection. Specialist print disability services are available.

**Hours:** Mon-Fri 8:30am-5pm

**Transport:** Public transport such as buses and trains run regularly to the University.

**Disability Access:** Yes (level entry, toilet and parking)

**Area Served:** Newcastle (Central Coast)

**Parent Organisation:** University of Newcastle Australia

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Alzheimer's Australia NSW - Hunter

See Page 8

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Carers NSW - Mental Health Respite Carer Support Program

**Phone:** 1800 242 636, 9289 4280  **Fax:** 02 9280 4755

Ground floor, Suite 6, 235 Darby St, Cooks Hill 2300

**Mail to:** 6/235 Darby St, Cooks Hill 2300

**Email:** contact@carersnsw.org.au

**Web:** www.carersnsw.org.au

**Service Description:** Service for carers of people with a mental illness; support; advocacy; information; referral and access to respite and other opportunities to take a break. Our service provides an outreach service to clients - such as meeting clients in their local area, and home visits (where appropriate). Clients can also elect to meet at the Carers NSW office if they prefer.

**Hours:** Mon-Fri 9am-5pm (Answering machine for messages at other times)

**Fees:** Free Service (except for overdue, damaged or lost items)

**Disability Access:** Yes (wheelchair accessible)

**Area Served:** Newcastle LGA

**Parent Organisation:** Newcastle Region Library

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Deaf Society of NSW - Newcastle

**Phone:** 1800 893 855, 4929 7494 (voice/TTY), 0410 909 286 (mobile/SMS)  **Fax:** 02 4929 1404

Suite 1, 133 King St, Newcastle 2300

**Mail to:** PO Box 1098, Newcastle 2300

**Email:** hunter@deafsociety.com

**Web:** www.deafsocietynsw.org.au

**Service Description:** Provides a wide range of services for people who are deaf, hearing impaired or deafblind. These include information; advice; employment assistance; family support; advocacy; interpreting and translation. Auslan (Australian Sign language) is used. Courses in sign language (face to face or online), deaf awareness. Registered NDIS provider.

**Hours:** (Newcastle) Walk in Service Mon-9am-1pm;Mon-Fri 9am-5pm (by appointment only), (Central Coast) Thu 10am-2pm

**Fees:** Varies with service, contact for details

**Disability Access:** Yes (ground floor access and toilet)

**Languages spoken:** Auslan

**Area Served:** Newcastle; Lake Macquarie; Maitland

**Parent Organisation:** Deaf Society of NSW
Hunter Research Foundation
Phone: 4041 5555  Fax: 02 4961 4981
5 Hall St, Maryville 2293
Mail to: PO Box 322, Newcastle 2300
Email: info@hrf.com.au
Web: www.hrf.com.au
Service Description: Website contains regional and local government area facts and analysis, publications and events bookings
Hours: Mon-Fri 9am-4:30pm
Area Served: Hunter Region
IFFA (Induction for Fetal Abnormality) Support Group
See Page 53

Newcastle Christian Library
Phone: 4902 9100
Saint Laurence Centre, 137 Broadmeadow Rd, Broadmeadow 2292
Email: resourcecentre@mn.catholic.edu.au
Web: newcastlechristianlibrary.com/
Service Description: Incorporates the Newcastle Christian Library and the Catholic Schools Office Library collections. Collection consists of a wide range of Christian books - for infants to adults. Open to the public. A $20 fully refundable joining fee applies.
Hours: Open Tues 11am-3pm, Wed 1-6pm, Fri 11am-3pm.
Fees: Fines imposed for borrowed items that are lost or damaged - replacement cost of item.
Transport: Close to Bus routes and rail
Area Served: Newcastle LGA; Lake Macquarie LGA; Maitland LGA
Parent Organisation: Trustees of Newcastle Christian Library & CSO

Newcastle Toy Library
Meets at: New Lambton Library, 93 Regent St, New Lambton 2305
Email: newcastletoylibrary@gmail.com
Web: themummyproject.com/newcastle-hunter-toy-library/
Service Description: For a low fee members can borrow a wide range of toys, board games, bikes, puzzles, craft supplies and more, for a week or up to a month. Play is fundamental for growth and development in all children and the Toy Library celebrates its importance. Run entirely by volunteers the Toy Library is open every Saturday morning at the New Lambton Library.
Hours: Saturdays 9:30am - 11:45am
Fees: $15 per child per calendar year. Groups $70 per day
Area Served: Newcastle

Physical Disability Unit TAFE NSW - Hunter Institute
Phone: 4923 7450  Fax: 02 4923 7263
(Newcastle Campus) Block F, Ground Floor, Rm 36., Maitland Rd, Tighes Hill 2297
Mail to: Newcastle TAFE, Locked bag 45, Hunter Region MC 2310
Email: kim.grierson@tafensw.edu.au
Web: www.hunter.tafensw.edu.au
Service Description: This Unit offers assistance to people with physical disabilities attending Belmont, Hamilton, Hunter St, Maitland, Muswellbrook, Newcastle, Scone, Singleton and Tomaree campuses or attending Outreach classes in these areas. There are many other Disability Units in the Hunter Institute. Ring to find out which one would best suit your location and type of disability.
Hours: Mon-Fri 9am-5pm
Fees: Contact for details
Disability Access: Yes (car parking is available, please contact to find the best place to park)
Area Served: Hunter Region
Alternative Names: TAFE NSW
Parent Organisation: TAFE - Hunter Institute

TAFE Teacher/Consultant Vision - Hamilton Campus
Phone: 4969 9458, 4969 9411 (TAFE Office)
91 Parry St, Newcastle West 2302
Mail to: Locked Bag 29, Newcastle 2300
Email: colleen.webb@tafe.nsw.edu.au
Web: www.hunter.tafensw.edu.au
Service Description: Assists vision impaired students.
Hours: Mon-Fri 9am-5pm
Disability Access: Yes (wheelchair accessible)
Area Served: Hunter Region
Parent Organisation: TAFE NSW Hunter Institute

Vision Australia - Hunter
See Page 21
Disability Services

Accommodation

ADHC - Hunter Residences
See Page 3
Ageing, Disability & Home Care - Hunter
See Page 3
Break Thru People Solutions
See Page 42
Break Thru People Solutions
See Page 42
Calvary Community Care
See Page 3
Calvary St Joseph’s Retirement Community
See Page 4
CatholicCare
Phone: 4979 1120  Fax: 02 4979 1170
50 Crebert St, Mayfield 2304
Email: ccenquiries@catholiccare.org.au
Web: www.catholiccare.org.au
Service Description: CatholicCare is a not-for-profit organisation and a mission and outreach agency of the Catholic Diocese of Maitland-Newcastle. Provides services and support to families, couples, individuals and children in the Hunter-Manning regions. Our services include a range of child and family services, youth services, disability and community services and foster care training and support. Specifically we offer marriage education, counselling for individuals and families, employee assistance counselling, foster care, adoption services, youth crisis accommodation and support services, disability accommodation and support services, mental health support, parenting support and family services.
Hours: Monday-Friday 9am - 5pm
Fees: Advised on application
Transport: Public transport available
Disability Access: Yes
Area Served: Hunter New England LHD
Alternative Names: Catholic Care Social Services
Parent Organisation: Diocese of Maitland
Central Coast
Centrelink Customer Service Centre - Wallsend
See Page 4
Chifley Apartments Newcastle
Phone: 4910 4910  Fax: 02 4910 4999
cnr Settlement and Wright Lane, Newcastle 2300
Email: reservations.newcastle@chifleyhotels.com
Web: www.chifleyhotels.com.au
Service Description: One wheelchair accessible room with kitchen facilities. Restaurant area has an accessible toilet and is wheelchair accessible.
Area Served: Hunter
Parent Organisation: Chifley Hotels
Community Housing Office
See Page 5
House with No Steps - Hunter Region
Phone: 4941 8100  Fax: 02 4941 8199
39-41 Wyong Rd, Lambton 2299
Mail to: PO Box 171, Lambton 2299
Email: hunter@hwns.com.au
Web: www.hwns.com.au
Service Description: Provides vocational training and supported employment (recycling, packaging, laundry, landscaping, medical packs, manufacturing); Post School Programs (Transition to Work, Community Participation), Day Programs (Life Choices, Active Ageing), flexible respite, Supported Accommodation and Independent Living Support Initiative (ILSI). Self Managed Packages as NDIS Australia provider.
Hours: Mon-Fri 8am-4pm
Fees: Contact for details
Transport: Various available
Disability Access: Yes (ramp, toilet and parking)
Area Served: Newcastle; Lake Macquarie; Central Coast
Housing NSW - Newcastle Tenancy and Access Teams
Phone: 4926 9350  Fax: 02 4926 9320
615 Hunter St, Newcastle West 2302
Mail to: PO Box 667, Newcastle 2300
Web: www.facs.nsw.gov.au
Service Description: Housing NSW aims to provide a range of affordable housing opportunities for people on low incomes. Services include assessment of housing need, allocation of properties to applicants, property & tenancy management, provision of financial assistance for low income earners to access private rental & special assistance subsidies to enable priority clients with a disability to live in private rental. Housing NSW is also able to provide assistance in the payment of bond, rent arrears for private tenants and temporary accommodation. All assistance is subject to eligibility criteria.
Hours: Mon-Fri 9.00am - 5.00pm
Transport: Civic/Wickham Train Stations, Hunter St buses
Area Served: Hunter New England LHD
Parent Organisation: NSW Government

Hunter Brain Injury Service (HBIS)
Phone: 4924 5600  Fax: 02 4924 5610
313 Darby St, Bar Beach 2300
Mail to: PO Box 337, The Junction 2291
Email: HNELHD-HunterBis@hnehealth.nsw.gov.au
Service Description: The HBIS provides rehabilitation services to people who have an acquired brain injury in the working age population. The service consists of a Transitional Living Unit and a community rehabilitation program. The unit offers assessment, and individually designed rehabilitation programs to assist people to reach their optimal level of functioning and independence in the home, community, employment and personal relationships. It also plays an important role in assisting clients and their families to adjust to changes following an acquired brain injury.
Hours: Mon-Fri 8am-5pm
Fees: None
Disability Access: Yes (Unit has accessible parking, ramps, toilets, will make available interpreters & other equipment available on an as needs basis)
Area Served: Central Coast; Upper Hunter; Lower Hunter; Greater Taree; Newcastle
Parent Organisation: Hunter New England Local Health District

Leukaemia Foundation
See Page 6

Life Without Barriers (National Office)
See Page 43

Lifestyle Solutions (AUST) Ltd
Phone: 4014 7800  Fax: 02 4014 7888
33 Fern St, Islington 2296
Mail to: PO Box 81, Islington 2296
Email: info@lifestylesolutions.org.au
Web: www.lifestylesolutions.org.au
Service Description: Lifestyle Solutions is a national provider of disability supports and services, including: supported accommodation; personal care; community; social and recreational activities; travel and transport; work-ready activities; clinical and behaviour supports; case management; transition to work and fee-for-service disability supports for interstate travellers.
Hours: Mon-Fri 8:30am-5pm
Disability Access: Yes (wheelchair accessible)
Area Served: National

Lindsay Gardens Aged Care Facility
See Page 6

Mercy Services - Elermore Vale
See Page 6

Mercy Services - Hunter
See Page 6

Neami National - Newcastle
Phone: 4969 5755  Fax: 02 4940 8670
92 Young St, Carrington 2294
Email: admin@neami.org.au
Web: www.neaminational.org.au/
Service Description: This psychosocial health and rehabilitation support organisation works with and on behalf of young people (from age 16) and adults with a mental illness. Staff identify service gaps in the community, develop new services and life skills programs so the person can live independently within one's community. Registered NDIS provider.
Hours: Mon-Fri 9am-5.30pm office, service each day
Fees: Nil
Disability Access: Yes (Lift, toilet)
Area Served: Lower Hunter
Parent Organisation: Neami Ltd

Northcott - Hunter New England
See Page 7
Novotel Newcastle Beach
Phone: 4037 0000  Fax: 02 4032 3799
5 King St, Newcastle 2300
Email: H8771@accor.com
Web: novotelnuevoastebch.com.au
Service Description: Four (4) wheelchair accessible units. Level entry into units and lowered air conditioner controls. Accessible restaurant with an accessible toilet on level 2. Room service is available.
Hours: Reception is 24 hours.
Area Served: Hunter

ParaQuad - Hunter New England
Phone: 4969 6388  Fax: 02 4961 6101
65 The Avenue, Wickham 2293
Mail to: PO Box 245, Wickham 2293
Email: newcastle@paraquad.org.au
Web: www.paraquad.org.au
Service Description: ParaQuad NSW is a not-for-profit member-based association supporting life choices after spinal cord injury. Services offered for people with Spinal Cord Injury and other Physical Disabilities (and their carers) are: Attendant care program which includes Community based Support and Community Participation, Peer Support, Occupational Therapy, Community Registered Nursing, Case Management and Coordination of Supports, information, advocacy, Training and Education, social groups and regular activities, volunteering, Northern news, fundraising, advice on products / equipment for daily living. BrightSky provides specialist healthcare products for incontinence or wound care, pressure management etc. Experienced Registered Provider within the NDIS.
Hours: Mon-Fri 9am-5pm
Fees: Annual membership
Disability Access: Yes (wheelchair accessible)
Area Served: NSW Central Coast HACC; NSW Far North Coast HACC, Hunter HACC
Alternative Names: The Paraplegic & Quadriplegic Association of NSW

Quality Suites, Boulevard on Beaumont
Phone: 4940 0088  Fax: 02 4940 0092
131 Beaumont St, Hamilton 2303
Email: luke@boulevardonbeaumont.com.au
Service Description: 3 accessible self contained units, with kitchen facilities. 2 kms from Newcastle CBD. Accessible restaurant with accessible toilet.
Area Served: Hunter
Parent Organisation: Choice Hotels Asia-Pac

Response Services Inc
See Page 41

Ronald McDonald House - Newcastle
See Page 43

Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions
See Page 43

Soul Cafe
See Page 7

The Executive Inn
Phone: 4935 1100
10 Rugby Rd, New Lambton 2305
Email: exec@executiveinn.com.au
Web: www.executiveinn.com.au
Service Description: There are six (6) accessible garden rooms. No kitchen facilities. Room service is available until 10pm. Restaurant area is accessible.
Area Served: Hunter

The Gateway Inn
Phone: 4903 6300  Fax: 02 4903 6390
cnr Industrial Drive and William St, Mayfield 2304
Email: stay@gatewayinn.net.au
Web: www.gatewayinn.net.au
Service Description: There are three (3)accessible garden rooms with no kitchen facilities, however, room service is available until 10:30pm.
Area Served: Hunter

Tinonee Haven
Phone: 4960 2869
10 Tinonne Rd, Waratah 2298
Service Description: Licensed private hostel for 11 people with psychiatric disabilities in need of accommodation.
Hours: Mon-Fri 9am-5pm (Office)
Fees: Yes, contact for details
Transport: Near buses and train station
Disability Access: No
Area Served: NSW

Travelodge Hotel
Phone: 4926 3777; 1800 246 835(free call)
Fax: 02 4926 4379
Cnr King and Steel Sts, Newcastle West 2302
Email: tncc@travelodge.com.au
Web: www.travelodgehotels.com.au
Service Description: There is two (2) wheelchair accessible units with no step into unit; restaurant area is accessible; no kitchen facilities, however, room service is available.
Area Served: Hunter
Parent Organisation: TFE
### Education

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<th>Organization</th>
<th>Address</th>
<th>Phone</th>
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<tr>
<td>Access Industries - Newcastle</td>
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<td>Adaptive Technology Centre</td>
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<td>Alzheimer's Australia NSW - Hunter</td>
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<td>Anti-Discrimination Board of NSW - Newcastle</td>
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<tr>
<td>Australian Addisons Disease Association Inc</td>
<td>Phone: 0455 534 472</td>
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<td>Email: <a href="mailto:secretary@addisons.org.au">secretary@addisons.org.au</a></td>
<td>Web: <a href="http://www.addisons.org.au">www.addisons.org.au</a></td>
<td>Service Description: The Australian Addison’s provide support for people with Addison’s disease - supply up to date information to people with Addison’s disease - raise awareness within the medical profession and general public</td>
<td>Hours: Daily 9am-5pm</td>
<td>Fees: For membership</td>
<td>Area Served: National</td>
<td>Alternative Names: AADAI</td>
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<tr>
<td>Autism Understanding Pty Ltd</td>
<td>See Page 47</td>
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<tr>
<td>Autoimmune Resource and Research Centre (ARRC)</td>
<td>Phone: 4921 4095 Fax: 02 4985 5347</td>
<td>Pathology North Building John Hunter Campus, Lookout Rd, New Lambton Hts 2305</td>
<td></td>
<td>Email: <a href="mailto:HNELHD-ARRC@health.nsw.gov.au">HNELHD-ARRC@health.nsw.gov.au</a></td>
<td>Web: <a href="http://www.autoimmune.org.au">www.autoimmune.org.au</a></td>
<td>Service Description: Information, Education, support and research for people living with autoimmune illness (lupus, scleroderma, sjogren’s, Raynaud’s, fibromyalgia and others).</td>
<td>Hours: Monday - Friday 10am to 4pm</td>
<td>Fees: Donations</td>
<td>Area Served: NSW, ACT</td>
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<tr>
<td>Better Hearing Australia Inc (BHA) - Newcastle</td>
<td>Phone: 4968 8050 Fax: 02 4968 8663</td>
<td>61 Christo Rd, Waratah 2298</td>
<td></td>
<td>Email: <a href="mailto:bhanewc@gmail.com">bhanewc@gmail.com</a></td>
<td>Web: <a href="http://www.betterhearingaustralia.org.au">www.betterhearingaustralia.org.au</a></td>
<td>Service Description: Provides services to adults with hearing impairment, including hearing rehabilitation classes (lip-reading) and information on assistive listening devices.</td>
<td>Hours: Mon-Tue Thu 9:30am-2pm</td>
<td>Fees: Contact for details</td>
<td>Transport: Public transport at front of building (bus)</td>
<td>Disability Access: Yes (Wheelchair access and hearing loop, toilets and ramp)</td>
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<tr>
<td>Castle Personnel Services Ltd</td>
<td>Phone: 4014 2222 Fax: 02 4014 2233</td>
<td>242 Maitland Rd, Mayfield 2304</td>
<td></td>
<td>Email: <a href="mailto:mail@castlepersonnel.com.au">mail@castlepersonnel.com.au</a></td>
<td>Web: <a href="http://www.castlepersonnel.com.au">www.castlepersonnel.com.au</a></td>
<td>Service Description: To assist people with disabilities to access award wage open employment by providing job search and on job support. Transition to Work is a 2 year day program to assist school leavers to become work ready.</td>
<td>Hours: Mon-Fri 8:30am-5pm</td>
<td>Disability Access: Yes (ramp, toilet and lift)</td>
<td>Area Served: Newcastle</td>
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<td>CatholicCare</td>
<td>See Page 72</td>
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<td>Communicating Kids</td>
<td>See Page 49</td>
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<td>Cystic Fibrosis NSW - Newcastle and Hunter</td>
<td>See Page 50</td>
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<td>Cystic Fibrosis NSW Newcastle/Hunter Branch</td>
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Deaf Society of NSW - Newcastle  
See Page 70

Delando Corporation Ltd
Phone: 4968 1969  Fax: 02 4968 8064
23 Delando St, Waratah 2298
Email: admin@delando.org.au
Web: www.delando.org.au
Service Description: Assists adults with intellectual disability to train for and retain employment as part of an enclave (a supported group of 5 people) in host companies like laundries, retail or ground maintenance. Supervision and work plans designed to assist an employee in the participation and retention of their employment; Attain maximum entitlements and independence for all employees. Centre-based day programs (Life Choices for ages 25-54, and Active Ageing for ages 55-64) to maintain healthy lifestyles and social networks. NDIS provider.
Hours: Mon-Fri 8am-4pm
Fees: Membership fees
Disability Access: Yes (ramps, toilets and kitchen)
Area Served: Newcastle; Lake Macquarie

Early Start Speech Pathology
See Page 50

Educational Case Management-Psychologist
See Page 50

Fiona Wood Speech Pathology Services
See Page 51

Firstchance
Phone: 4910 3130
122 Woodstock St, Mayfield 2304
Mail to: PO Box 542, Hunter Region MC 2310
Email: reception@firstchance.org.au
Web: www.firstchance.org.au
Service Description: Firstchance provides Transdisciplinary Early Intervention Program (TEIP), individual therapy options for children aged 0-9 years as well as specialised services. NDIS Provider
Hours: Mon-Fri 9am-3pm (During school term)
Disability Access: Yes (Ramps, level access and toilets)
Area Served: Hunter Region

Flourish Australia – Newcastle
Phone: 9393 9750, 1300 779 270  Fax: 02 4929 3390
627 Hunter St, Newcastle 2300
Mail to: PO Box 744, Newcastle 2300
Email: neil.mawson@richmondpra.org.au
Web: www.flourishaustralia.org.au
Service Description: Provides support to people who have mental health issues in the community, their own home and in the activity centre. Supports people to live a more independent, fulfilling and hopeful life by assisting with accessing the community, education, day to day living skills and meeting people. This is a registered NDIS provider and is able to support people through the NDIS process.
Hours: Mon-Fri 9am-5pm (activity centre)
Disability Access: Yes (wheelchair accessible)
Area Served: Hunter
Alternative Names: (previously) RichmondPRA
Parent Organisation: RichmondPRA

Guide Dogs NSW / ACT - Hunter, Central Coast
See Page 8

HACC Support Project - Lake Macquarie/Newcastle
Phone: 4915 3687, 0411 779 560  Fax: 02 4969 8312
15 Denison St, Newcastle West 2302
Email: janine.slimmon@wesleymission.org.au
Web: www.wesleymission.org.au
Service Description: Support and education for HACC funded organisations.
Hours: Mon-Fri 9am-5pm
Disability Access: Yes (toilets and ramp)
Area Served: Newcastle; Lake Macquarie
Parent Organisation: Wesley Mission
Headstart Acquired Brain Injury Service  
**Phone:** 4965 4420   **Fax:** 02 4965 4424  
95 Turnbull St, Hamilton 2303  
**Email:** info@headstart-abi.com.au  
**Web:** www.headstart-abi.com.au  
**Service Description:** People with an Acquired Brain Injury can receive individually tailored services and supports across community access; in home support; life skills; social; leisure and recreational services; support co-ordination and case management services, family support; community information and education. Self-directed programs include Attendant Care Services under Lifetime Care and Support (LTCS), NDIS packages, Life Choices, Active Ageing. Services provided at home, residential facility, community, leisure venue and voluntary workplace. Monthly family support group. NDIS approved provider.  
**Hours:** Mon-Fri 9am-5pm  
**Fees:** NDIS, ADHC, LTCS , self-funded  
**Disability Access:** Yes (wheelchair accessible)  
**Area Served:** Hunter Region  

Heart Foundation - Newcastle Branch  
See Page 9  

House with No Steps - Hunter Region  
See Page 72  

Hunter Institute of Mental Health  
**Phone:** 4924 6900   **Fax:** 02 4924 6901  
James Fletcher Campus, 72 Watt St, Newcastle 2300  
**Mail to:** PO Box 833, Newcastle 2300  
**Email:** himh@hnehealth.nsw.gov.au  
**Web:** www.himh.org.au  
**Service Description:** Putting Prevention First: reducing mental illness and suicide and improving wellbeing for all Australians. Established locally, working nationally.  
**Hours:** Mon - Fri 8:00am - 4:30pm  
**Disability Access:** Yes (Entrance on Newcomen Street.)  
**Area Served:** Hunter Region  

Interact Injury Management - Newcastle  
**Phone:** 4961 5588   **Fax:** 02 4961 6033  
Suite 14, Level 1, Eastpoint, 50 Glebe Rd, The Junction 2291  
**Email:** newcastle@interactgroup.com.au  
**Web:** www.interactgroup.com.au  
**Service Description:** Provides assessment and coordination for injury management and workplace rehabilitation, injury prevention, workplace health and safety services and disability employment services. Includes job placement, vocational counselling and Work Trial for injured workers; as well as occupational therapy, exercise physiology and counselling. Provides assessments for Supported Wage Scheme, Workplace Modification Scheme, and ongoing support for employees with disability. General workplace health assessment and training, and accredited WorkCover NSW courses. Registered provider of Employee Assistance Program, DEEWR National Panel of Assessor, Workcover NSW training; NDIS.  
**Hours:** Mon-Fri 8:30am - 5:00pm  
**Fees:** Rebates from WorkCover, EAP, private health funds. NDIS provider  
**Disability Access:** Yes (wheelchair accessible)  
**Area Served:** Hunter  

Irlen Diagnostic Clinic - Newcastle  
See Page 45  

Job Centre Australia  
**Phone:** 1800 466 046, 4929 4555   **Fax:** 02 4929 7955  
514 Hunter St, Newcastle 2300  
**Mail to:** Head Office, PO Box 2235, Gosford 2250  
**Email:** info@jcal.com.au  
**Web:** www.jobcentreaustralia.com.au  
**Service Description:** Disability Employment Service that supports adults with disabilities to find and retain suitable employment. This includes providing pre vocational training, individual on-site employment support, and e-mentoring. Programs: Employment Services, School Leaver Employment Supports (SLES), Aboriginal Employment Pathways Program. NDIS provider.  
**Hours:** Mon-Fri 9am-5pm  
**Disability Access:** Yes (ramp)  
**Area Served:** Hunter Region  
**Parent Organisation:** Job Centre Australia  

Kip McGrath Education Centres  
See Page 64  

Let's Eat Paediatric Speech Pathology - Valerie Gent  
See Page 45
National Disability Coordination Officer (NDCO) - Hunter and Central Coast

**Phone:** 4921 8844, 0438 218 848  **Fax:** 02 4921 6900

University of Newcastle Callaghan Campus,
University Dr, Callaghan 2308

**Email:** kay.dean@newcastle.edu.au

**Web:** [www.newcastle.edu.au/ndco](http://www.newcastle.edu.au/ndco)

**Service Description:** The National Disability Coordination Officer (NDCO) Program is funded by the Australian Government to target the barriers that people with disability face in gaining access to, and successfully completing, post-school education, training and the move into subsequent employment. The national network of 31 NDCOs covers every region in Australia - contact details can be found at [http://www.education.gov.au/ndcoprogramme](http://www.education.gov.au/ndcoprogramme)

**Hours:** Mon - Fri 9am-5pm

**Disability Access:** No

**Area Served:** Hunter Region

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**Newcastle Community Directory**

| Service Description | Newcastle and Lake Macquarie Disability Services -
|---------------------|-----------------------------------------------------|
| **Phone:** 4014 9340  | **Fax:** 02 4014 9362
| **Mail to:** P.O Box 328, Hamilton 2303 | **Web:** [www.samaritans.org.au](http://www.samaritans.org.au)
| **Service Description:** This day program assists people living with a disability to identify goals, then provides training and support in personal and social development skills including literacy; living skills training (literacy; numeracy; budgeting; independent living; community participation and leisure activities to achieve these in a flexible manner. DisabilityCare Australia provider | **Hours:** Mon-Fri 9am-4:00pm
| **Fees:** ADHC or self managed package | **Disability Access:** Yes (Ramp, parking, toilet, lift)
| **Area Served:** Hunter Region (Newcastle) | **Parent Organisation:** Samaritans Foundation - Diocese of Newcastle
| **Alternative Names:** (Adult Skills Support and Education) | **Response Services Inc**
| **Parent Organisation:** NewPsych Psychologists | **Rosie’s School of Rock**
| See Page 73 | **Phone:** 4956 1110
| | **Mail to:** P.O Box 328, Hamilton 2303
| | **Web:** [www.rosiesschoolofrock.com](http://www.rosiesschoolofrock.com)
| | **Service Description:** Guided by former Screaming Jet’s Craig “Rosie” Rosevear, we are an interactive music school with plenty of experience teaching kids on the Autism Spectrum. We feature a team of professional performing musicians offering lesson in singing, guitar, piano, drums and band coaching. NDIS provider.
| | **Hours:** Mon-Fri from 3pm (during school terms)
| | **Fees:** Contact for details
| | **Transport:** Train, bus or car
| | **Area Served:** Hunter
| | **Salvation Army Moneycare Newcastle**
| | **See Page 9**
| | **small TALK Speech Therapy - Hunter**
| | **See Page 56**
| | **Speech Moves... Speech Pathology**
| | **See Page 56**
Sunflower Centre - Hunter Region  
**Phone:** 8315 1450  
Sunflower Centre, 182a Maitland Rd, Mayfield 2304  
**Email:** newcastle@sfnsw.org.au  
**Web:** www.sfnsw.org.au  
**Service Description:** Provides services for the public, people with mental illness, their carers (including children/siblings of someone with mental illness). Information to the public on mental illness and mental health issues.
Support groups in Newcastle; Cessnock; Morisset; Branxton; Singleton and Taree. An education program, drop in centre and outreach services for people with mental illness. Young carers aged 8–17 years, whose parents or siblings have mental health issues, can attend regular fun days, group activities and 2-day camps for peer support, mental health and well-being. Also advocacy, training and support groups for carers.  
**NDIS provider**  
**Hours:** Mon-Fri 9am-5pm (office)  
**Area Served:** Hunter Region; New England  
**Alternative Names:** Schizophrenia Fellowship of NSW  
**Parent Organisation:** Schizophrenia Fellowship of NSW Inc  

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TAFE Consultant for Hearing Impaired  
**Phone:** 4923 7269  
Maitland Rd, Tighes Hill 2297  
**Mail to:** Locked Bag 45, Hunter Region MC 2310  
**Service Description:** TAFE Consultant for Hearing Impaired  
**Hours:** Mon - Fri 9am - 5pm  
**Languages spoken:** Auslan (Australian Sign Language)  
**Area Served:** Hunter Region  

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TAFE NSW Hunter Institute - Newcastle Campus  
**Phone:** 4923 7944  
Fax: 02 4923 7263  
Room DG14, TAFE NSW-Hunter Institute, Maitland Rd, Tighes Hill 2297  
**Mail to:** Locked Bag 45, Hunter Region MC 2310  
**Web:** www.tafensw.edu.au/disability  
**Service Description:** Support for people with a disability undertaking TVET (HSC courses at TAFE) or vocational training in their TAFE courses.  
**Hours:** Mon-Fri 8:30am-4pm (During school terms)  
**Fees:** Nil to students for support  
**Disability Access:** Yes (Mobility, software, and specialised equipment, toilets and parking)  
**Area Served:** Newcastle; Lake Macquarie (east)  
**Parent Organisation:** DEC  

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TAFE Teacher/Consultant Vision - Hamilton Campus  
**See Page 71**  

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University of Newcastle, AccessAbility  
**Phone:** 4921 6622  
Fax: 02 4921 6900  
University of Newcastle, Student Services Centre, Room SC212, University Dr, Callaghan 2308  
**Email:** student-disability@newcastle.edu.au  
**Web:** www.newcastle.edu.au/current-students/support/disability-support  
**Service Description:** Provides support, advice and practical assistance to students with permanent, fluctuating and temporary disability or medical conditions. Reasonable adjustments may include lecture, assessment, course material and exam support. On campus mobility support, ergonomic furniture, equipment loans, Auslan interpreters, access to course materials in accessible formats, as well as training in, and access to, adaptive technology can be provided where appropriate. Specialist Peer Mentors may be provided to work one on one with students with an Autism Spectrum or related condition. Individual assessment in consultation with each student registering with AccessAbility to ensure appropriate support to reduce the impact of the student's condition on their studies.  
**Hours:** Mon-Fri 9am-5pm  
**Area Served:** Port Macquarie-Hastings; Central Coast; Newcastle  
**Alternative Names:** (previously) University of Newcastle, Disability Support Service  

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Access Industries - Newcastle  
**See Page 38**  

Break Thru People Solutions  
**See Page 42**  

Break Thru People Solutions  
**See Page 42**  

Castle Personnel Services Ltd  
**See Page 75**  

Centrelink Customer Service Centre - Mayfield  
**See Page 4**  

Centrelink Customer Service Centre - Wallsend  
**See Page 4**
Connectability Australia Inc  
**Phone:** 4962 1000  **Fax:** 02 4962 1030  
Units 3-4, 46 Hudson St, Hamilton 2303  
**Mail to:** PO Box 225, Islington 2296  
**Email:** contact@connectabilityaus.org.au  
**Web:** www.connectabilityaus.org.au  
**Service Description:** Offers a range of activities to support people with a disability in accessing mainstream services, activities and facilities. Activities are driven by individual need. Provides skills development via centre based and community access: Also assists residents of Hunter Residences, Stockton to be included in the community. Provides support to live independently in the community. Assists in managing individual funding. NDIS provider. Provide services to the; elderly, neighbour aid, hall hire, adolescent and family counsellor via Jesmond and Silveridge neighbourhood centres.  
**Hours:** Mon-Fri 9am-5pm (Office)  
**Fees:** Varies with the service selected  
**Transport:** Public Transport. Limited transport provided for a fee  
**Disability Access:** Yes (Fully accessible)  
**Area Served:** Hunter Region  

Deaf Society of NSW - Newcastle  
See Page 70  

Delando Corporation Ltd  
See Page 76  

Department of Human Services - Centrelink  
See Page 10  

Elermore Vale Men's Shed Inc  
See Page 28  

Fair Work Commission - Newcastle  
**Phone:** 8374 6666  **Fax:** 02 4926 4032  
Level 3, 237 Wharf Rd, Newcastle 2300  
**Mail to:** PO BOX 805, Newcastle 2300  
**Email:** newcastle@fwc.gov.au  
**Web:** www.industrialrelations.nsw.gov.au  
**Service Description:** The Fair Work Commission is Australia’s national workplace relations tribunal responsible for maintaining a safety net of minimum wages and employment conditions, as well as a range of other workplace functions and regulation.  
**Hours:** Mon-Fri 8.30am - 5pm  
**Fees:** Varies with service.  
**Transport:** Bus services  
**Area Served:** Hunter Region; Central Coast; Mid North Coast  

House with No Steps - Hunter Region  
See Page 72  

Interact Injury Management - Newcastle  
See Page 77  

Job Centre Australia  
See Page 77  

Life Without Barriers (National Office)  
See Page 43  

Lifestyle Solutions (AUST) Ltd  
See Page 73  

National Disability Coordination Officer (NDCO) - Hunter and Central Coast  
See Page 78  

Newcastle and Lake Macquarie Disability Services -  
See Page 78  

Newcastle Aquatic Physiotherapy  
See Page 19  

Newcastle District Nursing Service (NDNS)  
See Page 20  

HB Rehab  
**Phone:** 4946 4946  **Fax:** 02 4946 4947  
**Mail to:** 147 Nelson ST, Wallsend 2287  
**Email:** info@hbrehab.com.au  
**Web:** www.hbrehab.com.au  
**Service Description:** Community based rehabilitation agency provides case management; assessment and treatment services to CTP claimants; injured workers; Lifetime Care and Support Authority (LTCSA) participants; National Disability Insurance Scheme (NDIS) participants, ADHC clients; Enable clients; Transport Accident Commission clients; privately referred clients. Also provides medico-legal assessments to solicitors and insurers. The team of experienced occupational therapists work with adults and children with spinal cord injury, brain injury, vision impairment, amputations, and burns. neurological/orthopaedic/ musculoskeletal conditions, geriatric issues. Also has a Physiotherapist & Remedial Masseur with EFTPOS & Health Fund rebates available.  
**Hours:** Mon-Fri 8.30am-5.00pm  
**Fees:** Varies with service.  
**Area Served:** Hunter Region; Central Coast; Mid North Coast
Newcastle Maritime & Visitor Information Centre
**Phone:** 4929 2588
3 Honeysuckle Drive, Newcastle 2300
**Mail to:** PO Box 148, Newcastle 2300
**Email:** info@maritimecentrenewcastle.org.au
**Web:** www.maritimecentrenewcastle.org.au
**Service Description:** The Newcastle Maritime Centre tells the stories of wrecks and rescues, the port and its city whilst providing general tourist information including some disability specific information.
**Hours:** Tue-Sun 10am-4pm (Not open Christmas day or Good Friday)
**Fees:** From $5 per child
**Area Served:** Newcastle
**Alternative Names:** Formerly Newcastle Visitor Information Centre

NewPsych Psychologists
See Page 55

Northcott - Hunter New England
See Page 7

NU Moves Physiotherapy
See Page 69

Rachel Morris, Occupational Therapist
**Phone:** 0431 634 535
Mail to: 107 Carolyn St, Adamstown Heights 2289
**Email:** rachaelmorris@gmail.com
**Service Description:** Private Occupational Therapist providing clinical case management, occupational therapy treatment and medico-legal services to people with both physical and mental health conditions. Specialises in complex neurological and has experience of vocational rehabilitation. A provider of services to Life Time Care Scheme (LTCS), Compulsory Third Party (CTP), Medicare Enhanced Primary Care, Work Cover claims, and National Disability Insurance Scheme (NDIS) for people with disabilities.
**Hours:** Mon-Fri 9:30am-2:30pm
**Fees:** Contact for details
**Area Served:** Hunter HACC

Regent Street Physiotherapy
**Phone:** 4950 9805 **Fax:** 02 4956 4305
Shop 5, 71 Regent St, New Lambton 2305
**Email:** admin@regentstphysio.com.au
**Web:** www.regentstphysio.com.au
**Service Description:** The team uses treatment options and the rehabilitation gym to specialise in sports injuries as well as back and neck pain; arthritic pain; sports injuries to shoulder; knee; foot and ankle. Headaches; acupuncture; orthotic inserts and plasters. Also loan or sell tape; braces; heat/ice packs; TENS machines; orthotics; rehab aids; crutches and sticks. Approved provider with Workcover, CTP Third party, Veteran’s Affairs, Medicare, NDIS services for people with disabilities.
**Hours:** Mon-Fri 7am–7pm, Sat 7am–1pm
**Fees:** Pensioner concession. Rebates from Medicare, private health funds, DVA, CTP. NDIS provider
**Area Served:** Newcastle

Response Employment and Training
See Page 78

Response Services Inc
See Page 41

Rosamaria Coster Occupational Therapy Associates
**Phone:** 4957 9382, 0438 579 382 **Fax:** 02 4957 9733
**Meets at:** 10 Dunblane Cl, New Lambton Hts 2305
**Mail to:** PO Box 243, Broadmeadow 2292
**Email:** rosa@rcota.com.au
**Service Description:** Private mobile provider of services to adults with physical and neurological needs. Also case management, driving assessments, and medico-legal assessments. Provider of services to CTP, DVA, Medicare EPC, WorkCover major claims, and NDIS for people with disabilities.
**Fees:** Fees apply
**Disability Access:** Yes (wheelchair accessible)
**Languages spoken:** Spanish
**Area Served:** Newcastle; Lower Hunter

Salvation Army Moneycare Newcastle
See Page 9

Samaritans
See Page 56
Sport & Spine Physiotherapy
Phone: 4957 3747
563 Glebe Rd, Adamstown 2289
Email: sportandspine@bigpond.com
Service Description: Physiotherapy specialists diagnose and treat (including casts, core stability, dry needling) injuries from sport or work, back or neck pain, headaches, poor posture, sciatica, vertigo, whiplash. Deal with injuries to knee, ankle, lower limb, spine, shoulders, and are experienced in cycling, triathlon, gymnastics, football, running. Also offer long-term injury management and postoperative rehabilitation, pre- and post-natal care, orthotics, and Pilates classes. Approved provider with Workcover, Medicare, NDIS services for people with disabilities.
Hours: Mon-Fri 8am–7pm
Fees: Pensioner concession. Rebates from Medicare, private health funds, DVA, CTP. NDIS provider
Area Served: Newcastle

Financial Assistance
Ageing, Disability & Home Care - Hunter
See Page 3
BaptistCare - Hunter Home Services
See Page 10
Calvary Community Care
See Page 3
Centrelink Customer Service Centre - Mayfield
See Page 4
Centrelink Customer Service Centre - Wallsend
See Page 4
Communicating Kids
See Page 49
Community Engagement Officers (Centrelink)
See Page 5
Community Housing Office
See Page 5
Community Options Unit Hunter/New England
See Page 10
Connectability Australia Inc
See Page 80

Criminal Justice Support Network (CJSN)
Phone: 4926 5643, 1300 665 908 (After hours)
Fax: 02 4927 8147
Devonshire House, Suite 4B, Level 1, 408 King St, Newcastle West 2302
Mail to: Suite 4B, Level 1, Devonshire House, 408 King St, Newcastle West 2302
Email: mary@idrs.org.au
Web: www.idrs.org.au
Service Description: Provides support to people with intellectual disability at police stations, legal appointments and at court, and court-related processes. Support is independent from court and police and assists the person to understand their rights. This service is not legal advice, but does involve linking the person with legal advice and assisting them to understand it. Police support is available 9am to 10pm 7 days a week. Offers training to existing support networks especially in regions or communities not reached by the volunteer network. Provides information, training and resource materials about supporting people with intellectual disability in the criminal justice system.
Hours: Mon- Sun 9am-10pm
Disability Access: Yes (lift)
Area Served: Hunter Region (Newcastle)
Alternative Names: (a service of) Intellectual Disability Rights Service (IDRS)
Parent Organisation: Intellectual Disability Rights Service (IDRS)
Cystic Fibrosis NSW - Newcastle and Hunter
See Page 50
Deaf Society of NSW - Newcastle
See Page 70
Department of Human Services - Centrelink
See Page 10
Dial-An-Angel P/L - Newcastle
See Page 11
Educational Case Management-Psychologist
See Page 50
Newcastle Community Directory

Disability Services

Families Supporting Families Inc
Phone: 0417 431 562
Mail to: PO Box 178, Waratah 2298
Email: familiessupportingfamilies@live.com.au
Web: www.familiessupportingfamilies.com
Service Description: Helping families keep IT together. Help Mateship and Hope ...... a place where you belong. Families Supporting Families is an incorporated charity. FSF is an inclusive organisation for the whole family of a child with special needs. FSF value the stories and experiences of our members also celebrating the uniqueness of children. FSF provide an opportunity for families to exchange ideas, build knowledge and share experiences. FSF help in the following ways: Workshops; Coffee Mornings; School Holiday activities; Website Guided discussions; Social outings and Newsletter Information sharing
Fees: For membership $10pa per family (membership renewals April)
Disability Access: Yes (meetings at wheelchair accessible venues)
Area Served: Hunter Region
Alternative Names: FSF

Firstchance Inc
See Page 52

Headstart Acquired Brain Injury Service
See Page 77

Housing NSW - Newcastle Tenancy and Access Teams
See Page 73

Hunter Equipment Service HNELHD
Phone: 4924 6230  Fax: 02 4924 6045
Bell Building, Wallsend Health Services
Longworth Ave, Wallsend 2287
Mail to: Locked Bag 11, Wallsend 2287
Email: HNELHD-HES@hnehealth.nsw.gov.au
Web: www.hnehealth.nsw.gov.au
Service Description: Equipment for people with an illness or disability requiring a short term loan
Hours: Mon - Fri 8:00am - 4:00pm (closed between 12:30 and 1:00 pm)
Fees: $50, 3 month
Disability Access: Yes (Level access and parking spaces. Free parking for collection/drop off)
Area Served: Hunter Region
Parent Organisation: Hunter New England Local Health District
IFFA (Induction for Fetal Abnormality)
Support Group
See Page 53

Mercy Services - Brighter Futures for Children and Families
See Page 11

Mercy Services - Elermore Vale
See Page 6

Mercy Services - Hunter
See Page 6

Newcastle and Lake Macquarie Disability Services
See Page 78

Newcastle Taxis
Phone: 132 227, 4940 5995 (wheelchair taxi)
Fax: 02 4940 5959
Meets at: 3-7 Chaucer St, Hamilton 2303
Mail to: PO Box 59, Hamilton 2303
Email: info@newcastletaxis.com.au
Web: www.newcastletaxis.com.au
Service Description: The fleet of 175 vehicles can be booked by phone, online or fax 24 hours each day. Vehicle can cater for 1 to 11 passengers, with 22 wheelchair accessible taxis, maxicabs, some vehicles equipped with baby capsules, and 15 Silver Service vehicles. NDIS provider.
Hours: 24 hours 7 days
Fees: Depends on distance / time of travel. See fares on website
Area Served: Newcastle; Lake Macquarie
Parent Organisation: Cabcharge Pty Ltd

Novacare Community Services Ltd
See Page 11

Ronald McDonald House - Newcastle
See Page 43

Salvation Army Moneycare Newcastle
See Page 9

Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions
See Page 43

Samaritans
See Page 11

Samaritans
See Page 56

small TALK Speech Therapy - Hunter
See Page 56

Soul Cafe
See Page 7

Spectrum Paediatric Occupational Therapy Service (SPOTS)
See Page 46
Speech Moves... Speech Pathology  
See Page 56

The Community Kitchen Merewether  
See Page 12

Tinonee Haven  
See Page 74

Variety - The Children's Charity
Phone: 4965 4911  
155-157 Lambton Rd, Broadmeadow 2292  
Mail to: PO Box 186, Broadmeadow 2292  
Email: newcastle@varietynsw.org.au  
Web: www.varietynsw.org.au
Service Description: Variety provides support and assistance to local families with children who are sick, disadvantaged or have special needs. Variety also supports schools who support children with special needs.
Hours: 9am-5pm Monday - Friday
Fees: na
Disability Access: Yes
Area Served: Hunter Region, Central Coast, Mid North Coast
Parent Organisation: Variety - the Children's Charity (NSW)

Wallsend Area Community Carers Inc (WACCI)  
See Page 12

Wheeling and Able  
See Page 44

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Health

Ageing, Disability & Home Care - Hunter  
See Page 3

Alzheimer's Australia NSW - Hunter  
See Page 8

Amputee & Associates Newcastle & Northern Region Inc.
Phone: 4942 1926 or 0491 147 520  
Meets at: 22a Hall St, Merewether 2291  
Email: ampsnewcastle@gmail.com  
Web: www.amputeesnewcastle.org.au
Service Description: Established in 1976 by a group of Amputees within the Hunter Region and is a registered charity. All donations over $2.00 are tax deductible. AANNR is incorporated and has Charity Authority to fund raise and is affiliated with the NSW Amputee Association. AANNR supports all amputees and if requested will offer emotional support to their families. There are no age restrictions. AANNR covers a large region, extending from the northern region of the Central Coast; to the west as far as Cessnock and Kurri Kurri and to the north as far as Bulahdelah.
Hours: Meets 2nd Tuesday of every 3rd month at 10am
Fees: Amputees $15.00 per year and Associates $10.00 per year
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: Independant Association
Est. 1976 - Affiliated with NSW Amputee Association

APC Prosthetics (Hunter)
Phone: 4969 8700   Fax: 02 4969 8755  
7 Ailsa Rd, Broadmeadow 2292  
Email: kfurey@apcprosthetics.com.au  
Web: www.apcprosthetics.com.au
Service Description: Provides clinical assessment and manufactures artificial limbs. Multidisciplinary team offers prosthetic treatment plans for all activity levels, from early post-operative management to specially designed prostheses for Paralympians. Physiotherapy, regular amputee clinic onsite, comprehensive legal reports. APC Kids options and room. NDIS provider.
Hours: Mon-Fri 7:30am-4pm
Disability Access: Yes (Parking, level entry, toilet)
Area Served: Hunter / New England AHS; Central Coast LHD
AusPsych
**Phone:** 4926 1688  **Fax:** 02 4926 1788
Suite 2, Level 8, 16B Bolton St, Newcastle 2300
**Mail to:** PO Box 405, Newcastle 2300
**Email:** admin@auspsych.com.au
**Web:** www.auspsych.com.au
**Service Description:** AusPsych is a provider of psychological counselling assessment and therapeutic intervention across the Hunter and Central Coast. Other offices: PORT STEPHENS - Anna Bay Medical Centre 125 Gan Gan Rd Anna Bay MAITLAND - The Maitland Health Specialist Building 66 King St East Maitland LAKE MACQUARIE - Recovery Station 58 Victory Pde Toronto, SINGLETON - The Dangar Medical Practice 33 Dangar Rd Singleton, Singleton Medical Centre 4/122 George St Singleton & Fairholm Surgery 16 Broughton St Singleton MUSWELLBROOK - The Health Centre Medical Centre Muswellbrook CENTRAL COAST - Symbion Health Pathology 128 Wyong Rd Kilarney Vale, Toukley Family Practice 37-41 Canton Beach Rd Toukley, Berkeley Vale Medical Centre 3/10 Lorraine Ave Berkeley Vale
**Hours:** Mon-Fri 8:30am-5:30pm
**Fees:** Bulk billing available if eligible
**Disability Access:** Yes (ramps, toilets)
**Area Served:** Maitland; Lake Macquarie; Upper Hunter; Central Coast, Newcastle; Port Stephens

Australian Addisons Disease Association Inc
See Page 75

Australian Hearing
See Page 46

Australian Unity Home Care - Newcastle Branch
See Page 12

Autism Understanding Pty Ltd
See Page 47

Autoimmune Resource and Research Centre (ARRC)
See Page 75

Better Hearing Australia Inc (BHA) - Newcastle
See Page 75

Break Thru People Solutions
See Page 42

Break Thru People Solutions
See Page 42

Bright Buttons Speech Pathology
See Page 8

Calvary Community Care - St Lukes Social Centre Day Respite Care
See Page 13

Calvary Community Care
See Page 3

Calvary Mater Newcastle Hospital
**Phone:** 4921 1211
cnr Edith and Platt Sts, Waratah 2298
**Mail to:** Calvary Mater Newcastle, Locked Bag 7, Hunter Region MC 2310
**Web:** www.calvymater.org.au
**Service Description:** General hospital. Inpatient and outpatient radiation and medical oncology, palliative care, medical, surgical and emergency services.
**Hours:** Mon-Fri 8am-5pm (Office) 24/7
**Disability Access:** Yes (level entry, toilets and parking)
**Area Served:** Hunter Region

Calvary Mater Newcastle Palliative Care Service
**Phone:** 4985 0330  **Fax:** 02 4985 0385
Calvary Mater Newcastle, Corner of Edith & Platt St, Waratah 2298
**Mail to:** Locked Bag 7, Hunter Region MC 2310
**Email:** Gerardene.Carmody@calvymater.org.au
**Web:** www.calvymater.org.au/palliative-care/
**Service Description:** This is a 24 hour 7 day per week nursing and medical service that provides pain & symptom management & terminal care for people with a life limiting illness. The service covers an approximate 20km radius from the Mercy Hospice, Waratah. The allied health service provides a Monday to Friday support service.
**Hours:** 24 hours/7 days a week for patients registered with the service
**Disability Access:** Yes
**Languages spoken:** Access to Interpreter Service through HNEHealth Interpreter service
**Area Served:** Hunter Region
**Alternative Names:** Newcastle Palliative Care Service (Mater Hospital)
**Parent Organisation:** Little Company of Mary Health Care

Calvary St Joseph's Retirement Community
See Page 4

Carers NSW - Mental Health Respite Carer Support Program
See Page 70

Castle Personnel Services Ltd
See Page 75
Catholic Community Services
See Page 13

CatholicCare
See Page 72

CH2 Aged and Community Care & Intouch - Newcastle
See Page 13

Child and Adolescent Mental Health Service - Newcastle
See Page 47

Communicating Kids
See Page 49

Community Engagement Officers (Centrelink)
See Page 5

Community Options Unit Hunter/New England
See Page 10

Community Stroke Team
See Page 14

ConnectAbility Australia Inc - Adolescent and Family Counselling
See Page 49

Court Liaison Service
Phone: 4924 6813 (Admin) Fax: 02 4924 6852
Located inside Barracks Building, 72 Watt St, Newcastle 2300
Mail to: PO Box 833, Newcastle 2300
Web: www.hnehealth.nsw.gov.au
Service Description: The Court Liaison Service is a department of Hunter New England Mental Health that provides assistance to people who currently have a mental illness or have previously been diagnosed with a mental illness and are involved in criminal legal matters. They also provide mental health reports for individuals before the court, as referred and requested by Magistrates and Legal Representatives. Sees clients by appointment only other than those in custody.
Hours: Mon-Fri 8am-4:30pm
Transport: Newcastle bus services and car parking is $4 per day
Area Served: Newcastle

Cystic Fibrosis NSW Newcastle/Hunter Branch
See Page 50

Delando Corporation Ltd
See Page 76

Diabetes Support Group
Phone: 4963 2323 Fax: 02 4963 2303
AIM Centre, 41 Llewellyn St, Merewether 2291
Email: reception@aimcentre.com.au
Web: www.aimcentre.com.au
Service Description: The AIM Centre provides a holistic and integrated care programme, aimed at better health management and the prevention, detection and management of diabetes, all at one convenient location. Monthly meetings are held with a variety of speakers on diabetes related subjects
Area Served: Newcastle

Disability Advocacy NSW
Phone: 1300 365 085, 4927 0111 Fax: 02 4927 0114
Suite 1, Level 2, 408 King St, Newcastle West 2302
Email: da@da.org.au
Web: www.da.org.au
Service Description: Provides advocacy support to all people with a disability in Hunter, New England, Mid North Coast, and Central West regions. DANSW also provides support to appeal NDIS decisions in the Hunter, NE and Nepean Blue Mountains regions.
Hours: Mon-Fri 9am-5pm
Fees: None
Transport: Near public bus
Disability Access: Yes (lift, toilet, parking nearby)
Languages spoken: Spanish, German, French
Area Served: Hunter, New England, Mid North Coast
Parent Organisation: Advocacy Law Alliance Inc

Dr M Manku, Ophthalmologist
See Page 50

Early Start Speech Pathology
See Page 50

Educational Case Management-Psychologist
See Page 50

Ethnic Neighbour Aid Project (ENAP)
See Page 16

Everyday Independence
See Page 45
Hunter Spinal Cord Injury Service (SCIS)
**Phone:** 4925 7888  **Fax:** 02 4925 7880
621 Hunter St, Newcastle West 2302
**Email:** scis@hnehealth.nsw.gov.au
**Web:** www.hnehealth.nsw.gov.au

**Service Description:** SCIS is a unit of Hunter New England Local Health District. It provides community based rehabilitation services to people who have acquired a spinal cord injury. Services are provided by a multidisciplinary team consisting of: spinal nurse, occupational therapists, a physiotherapist, a social worker and a psychologist.

**Hours:** Mon-Fri 8am-4:30pm
**Disability Access:** Yes (through King St entrance)

**Area Served:** Newcastle; Upper Hunter; Lower Hunter; Mid North Coast

**Parent Organisation:** NSW Health. Hunter New England Local Health District

Hunter Valley Branch Laryngectomee Association of NSW
**Phone:** 4954 8308 (Secretary), 0414 548 308
Meetings held at: Mayfield Bowling Club, Dangar Park, Ingall St, Mayfield 2304
**Mail to:** 17 View St, Cardiff 2285
**Email:** johndawnlovett@optusnet.com.au
**Web:** www.stilltalking.org

**Service Description:** Support group for laryngectomees which also provides hospital visitations on request. Meetings are the 3rd Tuesday of every month at 12 noon at Mayfield Bowling Club (except Dec/Jan).

**Hours:** Daytime and evenings (Secretary). Group meets 3rd Tue of each month at 12 noon.

**Fees:** None

**Disability Access:** Yes (Ramp)

**Area Served:** Gosford LGA, Newcastle LGA; Upper Hunter

**Parent Organisation:** Laryngectomee Association of NSW

Hunter Valley Private Hospital
See Page 53

IFFA (Induction for Fetal Abnormality)
Support Group
See Page 53

Integratedliving Australia Ltd
See Page 18

Integrateldiving Australia Ltd
See Page 18

Interact Injury Management - Newcastle
See Page 77
Interrelate Family Centres
See Page 53

Irlen Diagnostic Clinic - Newcastle
See Page 45

Jesmond Neighbourhood Centre
See Page 18

Job Centre Australia
See Page 77

JobQuest - Household Tasks
**Phone:** 4960 9024, 8677 8885
5 McMichael St, Maryville 2293
**Email:** mail@jobquest.org.au
**Web:** www.jobquest.org.au
**Service Description:** JobQuest is approved as a NDIS Service provider. NDIS clients maybe covered for services relating to household tasks in their individual support plan. The service is available in Western Sydney and Newcastle/Lake Macquarie for people up to age 65 with a permanent and significant disability that affects their ability to take part in everyday activities. Services include: Lawn mowing, edging and trimming, weed gardens, trim hedges, Cut low tree branches where obstructing entrances/paths. Small carpentry jobs and small painting jobs. Unblock drains, replace tap washers, repair leaking taps, clean gutters (single story), fix door handles and catches, wash external windows under certain conditions, install battery operated door bells and change light bulbs. Carpet steam cleaning, deodorising and stain treatment. Clean cement paths and steps if hazardous, install letter boxes, install smoke detectors and replace batteries, hang pictures, wheelie bin washouts and rubbish removal.
**Hours:** Mon-Fri 8:30am-4:30pm
**Fees:** JobQuest charges the same rate to all clients with a disability. Fees and quotation will be discussed before any service is commenced.
**Disability Access:** Yes (wheelchair accessible)
**Area Served:** Newcastle; Lake Macquarie; Western Sydney

Karumah
See Page 18

Kathy Pritchard OT (Occupational Therapist)
See Page 19

Lake Macquarie Mental Health Services
**Phone:** 4904 9000  **Fax:** 02 4904 9049
James Fletcher Hospital, 72 Watt St, Newcastle 2300
**Web:** www.hnehealth.nsw.gov.au
**Service Description:** Assessment and treatment of people in the community with an acute mental illness. Supported recovery program offers rehabilitation for people with a mental illness.
**Hours:** Mon-Fri 8am-4:30pm (Office)
**Disability Access:** Yes (ground level access and toilet)
**Area Served:** Lake Macquarie

Let's Eat Paediatric Speech Pathology - Valerie Gent
See Page 45

Leukaemia Foundation
See Page 6

Life Without Barriers (National Office)
See Page 43

Little Star Speech Therapy
See Page 54

Mental Health Substance Use Service - McAuley Centre, Mater Hospital
**Phone:** 4033 5460  **Fax:** 02 4033 5606
Edith St, Waratah 2298
**Mail to:** PO Box 833, Newcastle 2300
**Web:** www.hnehealth.nsw.gov.au
**Service Description:** Runs programs designed to help people examine their drug and alcohol related problems.
**Hours:** Mon-Fri 8am-4:30pm
**Transport:** Public transport, bus and train
**Disability Access:** Yes (ramps, lifts and toilets)
**Area Served:** Hunter New England LHD
**Alternative Names:** Kirkwood House
**Parent Organisation:** Hunter New England Mental Health Services

Mercy Services - Brighter Futures for Children and Families
See Page 11

Mercy Services - Hunter
See Page 6

Merewether Allsorts - Community Activities Centre
See Page 19

Merewether Speech Pathology
See Page 54
MVB Psychology and Consultancy Services
**Phone:** 4910 4005  **Fax:** 02 4929 5886
First Floor, Suite 107, 17 Bolton St, Newcastle 2300
**Mail to:** PO Box 1814, Newcastle 2300
**Email:** mvbpsychology@gmail.com
**Web:** www.mvbpsychology.com

**Service Description:** This psychologist has extensive forensic and clinic experience in custodial and hospital settings, working with people having personality disorders and psychosis, depression, stress, anxiety, hoarding, trauma, as well as addictive, impulsive or suicidal behaviours. Also cases of Workers Compensation. Registered for Medicare (BAMH), NSW WorkCover, NDIS.

**Hours:** Mon-Fri 9am-5pm  Tue until 7:00pm

**Fees:** Standard fees. Medicare, major health fund and VetAffair Rebates. NDIS provider

**Disability Access:** Yes

**Area Served:** Hunter

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Newcastle Diabetes Support Group
**Phone:** 4952 1327
**Meets at:** The Star Hall, Cnr Vallencia and Villiers St, Mayfield 2304
**Mail to:** 25 Orchardtown Rd, New Lambton 2305
**Email:** westwick1@dodo.com.au
**Web:** www.diabetesnsw.com.au

**Service Description:** Meeting Details: 4th Friday of each month February to November, at 10am with morning tea and then a guest speaker to follow at The Star Hall, Cnr Vallencia and Villiers Streets, Mayfield Anyone with Diabetes, their carers and family are welcome.

**Area Served:** Newcastle

**Parent Organisation:** Diabetes NSW

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Newcastle Dietetics
See Page 20

Newcastle District Nursing Service (NDNS)
See Page 20

Newcastle Temporary Care Ltd - Home Support Physiotherapy
See Page 45

NewPsych Psychologists
See Page 55

Northcott - Hunter New England
See Page 7

Novacare Community Services Ltd
See Page 11

NU Moves Physiotherapy
See Page 69

ParaQuad - Hunter New England
See Page 74

Parkinson's Syndrome Support Group
**Phone:** 4954 0338, 4955 9822
**Mail to:** 240 Grandview Rd, Rankin Park 2287
**Email:** begley3@idl.net.au

**Service Description:** Support group for people with Parkinson's Disease and their carers, we meet monthly. Meeting 1st Sat of the month 2pm-4pm.

**Hours:** Daytime

**Fees:** Contact for details

**Transport:** Public transport or own vehicle however parking is limited.

**Disability Access:** Yes (wheelchair accessible)

**Area Served:** Hunter Region

**Parent Organisation:** Parkinson's NSW Inc

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Paul Spencer Consulting P/L
See Page 55

PsychFocus
See Page 55
Rachel Morris, Occupational Therapist
See Page 81

Rebound Physiotherapy P/L
See Page 20

Regent Street Physiotherapy
See Page 81

Response Services Inc
See Page 41

Rosamaria Coster Occupational Therapy Associates
See Page 81

Salvation Army Moneycare Newcastle
See Page 9

Samaritans - Kaiyu Community Based Activities (CBA)
Phone: 4014 9340 Fax: 02 4908 1143
38/54 Clyde St, Hamilton 2303
Mail to: PO Box 328, Hamilton 2303
Email: mail@samaritans.org.au
Web: www.samaritans.org.au
Service Description: Ex boarding house residents aged 18+ with psychiatric conditions are supported to live valued lives in the community through education, living skills training, recreation and outings. Must be referred by ADHC. NDIS provider.
Hours: Mon-Fri 9am-4pm
Fees: Free except for outings/lunch ndis packages
Disability Access: Yes (ramp and toilet)
Area Served: Hunter Region (Newcastle)
Parent Organisation: Samaritans Foundation - Diocese of Newcastle

Samaritans
See Page 11

Samaritans
See Page 56

small TALK Speech Therapy - Hunter
See Page 56

Special Needs Dentistry
Phone: 4953 9666 Fax: 02 4957 8045
7/70 Northcott Drv, Kotara 2289
Email: specialdental@gmail.com
Web: www.dentalrescue.com.au
Service Description: Dentistry practice that provides oral health care to people with special needs.
Hours: Thu 8:30am-5pm
Fees: Yes, contact for details
Disability Access: Yes (toilet, parking and ramp)
Area Served: Newcastle

Spectrum Paediatric Occupational Therapy Service (SPOTS)
See Page 46

Speech Moves... Speech Pathology
See Page 56

Sport & Spine Physiotherapy
See Page 82

Stomal Therapy Consultant Nurses
Phone: 4921 3000
John Hunter Hospital, Lookout Rd, New Lambton Heights 2305
Mail to: Locked Bag 1, Hunter Region MC 2310
Email: HNELD-JHHStomal@hnehealth.nsw.gov.au
Web: www.hnehealth.nsw.gov.au
Service Description: Medical counselling for people with an ostomy.
Hours: Mon - Fri 8:00am - 3:00pm
Disability Access: Yes
Area Served: Hunter Region

Sunflower Centre - Hunter Region
See Page 79

Support Through Early Psychosis Service (STEPS)
Phone: 4915 1796 Fax: 02 4915 1706
20 Stewart Ave, Hamilton 2303
Mail to: PO Box 833, Newcastle 2300
Email: chris.mccrory@hnehealth.nsw.gov.au
Web: www.hnehealth.nsw.gov.au
Service Description: Recovery program for young people (16-30 years) who have experienced the recent onset of psychosis (within the past 2 years)
Hours: Mon-Fri 8am-4:30pm
Fees: None
Disability Access: Yes (ground level access and toilets)
Area Served: Hunter Region

TAFE Consultant for Hearing Impaired
See Page 79
Ability Links - St Vincent de Paul Society

**Phone:** 4905 0705
Unit 1 956 Hunter St, Newcastle West 2302

**Mail to:** PO Box 64, Islington 2296

**Email:** ability.links@vinnies.org.au

**Web:**
www.vinnies.org.au/page/Find_Help/NSW/Disability_Employment/Ability_Links/

**Service Description:** People with disability aged from 9 to 64 years and who are generally not accessing specialist disability services. Carers and families of people with disability. A diverse range of people including Aboriginal and Torres Strait Islander Australians and culturally and linguistically diverse people and communities. Ability Links works within local communities to assist people with disability, their families and carers to be valued and active members of their community. Ability Links coordinators, known as ‘linkers’, work with people with disability, their families and carers to plan for their future, and help people become more confident, supporting them to achieve their goals and access support and services in their community. Linkers also work alongside communities and mainstream services, supporting them to become more welcoming and inclusive.

**Area Served:** Newcastle

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### Information

**Ability Links - St Vincent de Paul Society**

**Phone:** 4905 0700 (Hunter), 4326 0400 (Central Coast)

**Mail to:** PO Box 64, Islington 2296

**Email:** ability.links@vinnies.org.au

**Web:**
www.vinnies.org.au/page/Find_Help/NSW/Disability_Employment/Ability_Links/

**Service Description:** People with disability aged from 9 to 64 years and who are generally not accessing specialist disability services. Carers and families of people with disability. A diverse range of people including Aboriginal and Torres Strait Islander Australians and culturally and linguistically diverse people and communities. Ability Links works within local communities to assist people with disability, their families and carers to be valued and active members of their community. Ability Links coordinators, known as ‘linkers’, work with people with disability, their families and carers to plan for their future, and help people become more confident, supporting them to achieve their goals and access support and services in their community. Linkers also work alongside communities and mainstream services, supporting them to become more welcoming and inclusive.

**Area Served:** Hunter Region; Central Coast LHD

**Parent Organisation:** St Vincent de Paul Society
Carers NSW - Mental Health Respite Carer Support Program  
See Page 70

Catholic Community Services  
See Page 13

CatholicCare  
See Page 72

Centrelink Customer Service Centre - Wallsend  
See Page 4

CH2 Aged and Community Care & Intouch - Newcastle  
See Page 13

Communicating Kids  
See Page 49

Community Disability Alliance Hunter (CDAH)  
Phone: 0490 053 454  
2a Platt St, Waratah 2298  
Mail to: PO Box 418, Hamilton 2303  
Email: info@cdah.org.au  
Web: www.cdah.org.au  
Service Description: This user led organisation is run by and for people with disability and their families, set up to assist them to most effectively utilise the NDIS to live the life they choose. CDAH works towards its vision by providing information, advice, mentoring, peer support, training and development to increase the knowledge, skills and capacity of people with disability and their families, by providing a collective voice and by building the capacity of the community to welcome all people.  
Hours: Hours vary, please leave a message on answering machine  
Disability Access: Yes (ramp)  
Area Served: Newcastle; Lower Hunter  
Alternative Names: Hunter Disability Support Organisation

ConnectAbility Australia Inc - Adolescent and Family Counselling  
See Page 49

Court Liaison Service  
See Page 86

Criminal Justice Support Network (CJSN)  
See Page 82

Cure HHT  
See Page 49

Cystic Fibrosis NSW - Newcastle and Hunter  
See Page 50

Deaf Society of NSW - Newcastle  
See Page 70

Disability Advocacy NSW  
See Page 86

Dr M Manku, Ophthalmologist  
See Page 50

Early Links - St Vincent de Paul Society  
Phone: 4905 0700 (Hunter - referral/general enquiries), 4326 0400 (Central Coast)  
Administration, 956 Hunter St, Newcastle West 2302  
Mail to: PO Box 64, Islington 2296  
Email: early.links@vinnies.org.au  
Web: www.vinnies.org.au/page/Find_Help/NSW/Family_services/EarlyStart-Diagnosis_Support_Program/  
Service Description: The Early Links program provides time-limited support to families of children aged less than nine years around the time of their child’s diagnosis with disability or developmental delay. Early Linkers assist children, from infants up until eight years of age, and their families to: • Recognise and build on individual and family strengths and support networks. • Look at ways children with disability can fully participate and be part of community and plan for the future. • Access specialist services throughout the time of diagnosis.  
Hours: Mon-Fri 9am-5pm  
Area Served: Newcastle; Maitland; Lake Macquarie; Cessnock; Upper Hunter; Port Stephens  
Parent Organisation: St Vinnies

Fair Work Commission - Newcastle  
See Page 80

Families Supporting Families Inc  
See Page 83

Family Law Courts - Newcastle Registry  
See Page 17

Guide Dogs NSW / ACT - Hunter, Central Coast  
See Page 8

HACC Support Project - Lake Macquarie/Newcastle  
See Page 76

Headstart Acquired Brain Injury Service  
See Page 77

Heart Foundation - Newcastle Branch  
See Page 9
Intellectual Disability Rights Service - Hunter Office

**Phone:** 4926 5643  **Fax:** 02 4927 8147

Suite 4B, 1st Floor, Devonshire House, 206-208 King St, Newcastle 2300

**Mail to:** PO Box 458, Newcastle 2300

**Email:** info@idrs.org.au

**Web:** www.idrs.org.au

**Service Description:** Specialist legal advocacy service for people with intellectual disability in NSW.

**Area Served:** Hunter Region

Jesmond Neighbourhood Centre  
See Page 18

Newcastle Diabetes Support Group  
See Page 89

Newcastle Maritime & Visitor Information Centre  
See Page 81

ParaQuad - Hunter New England  
See Page 74

Physical Disability Unit TAFE NSW - Hunter Institute  
See Page 71

Salvation Army Moneycare Newcastle  
See Page 9

Samaritans  
See Page 56

Stomal Therapy Consultant Nurses  
See Page 90

Sunflower Centre - Hunter Region  
See Page 79

TAFE Consultant for Hearing Impaired  
See Page 79

TAFE Teacher/Consultant Vision - Hamilton Campus  
See Page 71

Vision Australia - Hunter  
See Page 21

**Respite**

Ageing, Disability & Home Care - Hunter  
See Page 3

Australian Home Care Services (AHCS)  
See Page 22

Australian Unity Home Care - Newcastle Branch  
See Page 12

BaptistCare - Hunter Home Services  
See Page 10

Calvary Community Care - St Lukes Social Centre Day Respite Care  
See Page 13

Calvary Community Care  
See Page 3

Carers NSW - Mental Health Respite Carer Support Program  
See Page 70

Catholic Community Services  
See Page 13

Community Options Unit Hunter/New England  
See Page 10

Connectability Australia Inc  
See Page 80

Delando Corporation Ltd  
See Page 76

Holy Apostles Greek Orthodox Day Care Centre  
See Page 26

Hunter Brain Injury Respite Options (HBIRO)  
See Page 52

Integratedliving Australia Ltd  
See Page 18

integratedliving Australia Ltd  
See Page 18

Karumah  
See Page 18

Life Without Barriers (National Office)  
See Page 43

Mercy Day Centre - Newcastle  
See Page 26

Mercy Services - Elermore Vale  
See Page 6
Newcastle Community Directory

Disability Services

Mercy Services - Hunter
See Page 6

New Lake Peer Support Inc.
**Phone:** 4963 6420  **Fax:** 02 4963 6568
Alice Ferguson Community Centre, 30 Caldwell St, Merewether 2291
**Mail to:** PO Box 3295, Merewether 2291
**Email:** info@newlake.com.au
**Web:** www.newlake.com.au

**Service Description:** Provides social support and "out of home respite" for adults (aged 18-64) with a disability and their families living in Newcastle and Lake Macquarie. Care or assistance is given to participate in a group or individually in age appropriate leisure activities like day bus trips, sporting events, pictures, discos, art and craft activities. Post school options include Transition to Work, Community Participation, Life Choices, Active Ageing. NDIS provider.

**Hours:** Varies according to need

**Fees:** Cost of admission fees and transport costs, contact for details

**Disability Access:** Yes (building fully accessible)

**Area Served:** Newcastle LGA; Lake Macquarie LGA

Newcastle District Nursing Service (NDNS)
See Page 20

Novacare Community Services Ltd
See Page 11

Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions
See Page 43

St Luke’s Wallsend Day Care Centre
See Page 27

Uniting Hunter Community
See Page 24

Wallsend Area Community Carers Inc (WACCI)
See Page 12

Wallsend Baptist Seniors Fellowship
See Page 27

Wallsend Carers – Mercy Services
See Page 24

Calvary Community Care - St Lukes Social Centre Day Respite Care
See Page 13

Community Stroke Team
See Page 14

ConnectAbility Australia Inc - Adolescent and Family Counselling
See Page 49

Crossroads Christian Fellowship for the Disabled
**Phone:** 4951 8106
St Andrews Church Hall, Church St, Mayfield 2304
**Mail to:** PO Box 15, Wallsend 2287

**Service Description:** Socialising, social activities, games and singing for people with a disability on Thursday nights. Also provide trips e.g. long weekends and local day trips.

**Hours:** Thu 7:30pm-9pm

**Fees:** Contribution for transport and supper

**Transport:** Belmont, Mayfield and Waratah bus routes

**Disability Access:** Yes (level entry)

**Area Served:** Newcastle; Lake Macquarie

Delando Corporation Ltd
See Page 76

Elermore Vale Men's Shed Inc
See Page 28

Families Supporting Families Inc
See Page 83

Flourish Australia – Newcastle
See Page 76

Guide Dogs NSW / ACT - Hunter, Central Coast
See Page 8

Integratedliving Australia Ltd
See Page 18

Integratedliving Australia Ltd
See Page 18

Jesmond Neighbourhood Centre
See Page 18

Karumah
See Page 18

Merewether Surf Life Saving Club Inc
See Page 28

Neami National - Newcastle
See Page 73

Social / Recreation

Access Industries - Newcastle
See Page 38
Newcastle Aquatic Physiotherapy
See Page 19

Newcastle Video Moviemakers Inc
See Page 29

Northcott - Hunter New England
See Page 7

NU Moves Physiotherapy
See Page 69

Rebound Physiotherapy P/L
See Page 20

Regent Street Physiotherapy
See Page 81

Response Services Inc
See Page 41

Rosie's School of Rock
See Page 78

Sport & Spine Physiotherapy
See Page 82

Support Services

Ability Links - St Vincent de Paul Society
See Page 91

Ability Links - St Vincent de Paul Society
See Page 91

Access Industries - Newcastle
See Page 38

Adaptive Technology Centre
See Page 70

ADHC - Development and Planning
Phone: 4946 3600  Fax: 02 4946 3799
Lvl 5, 670 Hunter St, Newcastle West 2302
Mail to: PO Box 2161, Dangar 2309
Email: hunter.iri@facs.nsw.gov.au
Web: www.adhc.nsw.gov.au
Service Description: Service development and planning for people with disabilities.
Hours: Mon-Fri 9am-5pm
Disability Access: Yes (ramp and elevator)
Area Served: Hunter Region

ADHC - Hunter Residences
See Page 3

Ageing, Disability & Home Care - Hunter
See Page 3

Ageing, Disability and Home Care (ADHC) Hunter - Information, Referral and Intake
See Page 22

Alice Ferguson Community Centre
See Page 25

Alzheimer's Australia NSW - Hunter
See Page 8

Amputee & Associates Newcastle & Northern Region Inc.
See Page 84

Anti-Discrimination Board of NSW - Newcastle
See Page 8

APC Prosthetics (Hunter)
See Page 84

AusPsych
See Page 85

Australasian Independent Living Aids (AILA) Pty Ltd
See Page 30

Australian Addisons Disease Association Inc
See Page 75

Australian Hearing
See Page 46

Australian Home Care Services (AHCS)
See Page 22

Australian Red Cross - Telecross Service
See Page 22

Australian Unity Home Care - Newcastle Branch
See Page 12

Autism Understanding Pty Ltd
See Page 47

Autoimmune Resource and Research Centre (ARRC)
See Page 75

BaptistCare - Hunter Home Services
See Page 10

Better Hearing Australia Inc (BHA) - Newcastle
See Page 75

Break Thru People Solutions
See Page 42

Break Thru People Solutions
See Page 42
Bright Buttons Speech Pathology
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Calvary Community Care - St Lukes Social Centre Day Respite Care
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Calvary Community Care
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Calvary Mater Newcastle Hospital
See Page 85

Calvary Mater Newcastle Palliative Care Service
See Page 85

Calvary St Joseph's Retirement Community
See Page 4

Carers NSW - Mental Health Respite Carer Support Program
See Page 70

Castle Personnel Services Ltd
See Page 75

Catholic Community Services
See Page 13

CatholicCare
See Page 72

Centrelink Customer Service Centre - Mayfield
See Page 4

Centrelink Customer Service Centre - Wallsend
See Page 4

CH2 Aged and Community Care & Intouch - Newcastle
See Page 13

Chifley Apartments Newcastle
See Page 72

Child and Adolescent Mental Health Service - Newcastle
See Page 47

Communicating Kids
See Page 49

Community Disability Alliance Hunter (CDAH)
See Page 92

Community Engagement Officers (Centrelink)
See Page 5

Community Housing Office
See Page 5

Community Nursing
See Page 22

Community Options Unit Hunter/New England
See Page 10

Community Stroke Team
See Page 14

Compeer Newcastle
Phone: 4032 3582
Mail to: PO Box 817, Hamilton 2303
Email: compeernewcastle@vinnies.org.au
Web: www.vinnies.org.au/findhelp/view/113

Service Description: Based on the principle of the Power of Friendship, Compeer matches volunteers in one to one friendship with people who have become socially isolated due to mental illness. As in any friendship, volunteers and their friends spend time together enjoying activities such as chatting over a cup of coffee, going to the movies or visiting places.

Area Served: Newcastle

Connectability Australia Inc
See Page 80

ConnectAbility Australia Inc- Adolescent and Family Counselling
See Page 49

Conservatorium Brainwaves Stroke Choir
Newcastle
See Page 31

Court Liaison Service
See Page 86

CreatAbility NSW
See Page 49

Criminal Justice Support Network (CJSN)
See Page 82

Crossroads Christian Fellowship for the Disabled
See Page 94

Cure HHT
See Page 49

Cystic Fibrosis NSW - Newcastle and Hunter
See Page 50

Cystic Fibrosis NSW Newcastle/Hunter Branch
See Page 50
Disability Advocacy NSW (DA)
**Phone:** 1300 365 085, 4927 0111  **Fax:** 02 4927 0114
**Suite 1, Level 2, 408 King St, Newcastle West 2302**
**Email:** da@da.org.au
**Web:** www.da.org.au
**Service Description:** Disability Advocacy (DA) NSW provides advocacy support to all people with a disability including mental illness and their carers in the Hunter, New England, Central West and Mid North Coast regions. DA also has a specialist role in relation to National Disability Insurance Scheme (NDIS) decisions. DA employs specialist support workers (NDIS Appeals Officers) in the Hunter and Nepean/Blue Mountains regions to support people who wish to challenge NDIS decisions in the Administrative Appeals Tribunal (AAT). The AAT has power to examine a wide range of decisions by NDIS, including who is able to participate in the NDIS and what types of support are provided to NDIS participants.
**Hours:** Mon-Fri 9am-5pm
**Fees:** Free
**Disability Access:** Yes (Lift, wheelchair accessible toilets, parking)
**Languages spoken:** Spanish; French; Bemba; German (NESB Disability Advocate)
**Area Served:** Hunter / New England AHS; Mid North Coast
**Alternative Names:** Previously Disability Advocacy Service Hunter (DASH) and Advocacy Northwest
**Parent Organisation:** Advocacy Law Alliance Inc

Disability Network Hunter Inc
**Phone:** 4962 1000  **Fax:** 02 4962 1030
**Mail to:** PO Box 225, Islington 2296
**Email:** scott@connectabilityaus.org.au
**Service Description:** Coordination and networking group for people with a disability and service providers in the Hunter.
**Hours:** Mon-Fri 8:30am-4:30pm
**Disability Access:** Yes (level entry, toilet and parking)
**Area Served:** Hunter Region

Dr M Manku, Ophthalmologist
See Page 50

Early Links - St Vincent de Paul Society
See Page 92

Early Start Speech Pathology
See Page 50

Educational Case Management-Psychologist
See Page 50

Ellemore Vale Men’s Shed Inc
See Page 28

Embroiderers Guild of NSW Newcastle Branch
See Page 31

Ethnic Neighbour Aid Project (ENAP)
See Page 16

Everyday Independence
See Page 45

Fair Work Commission - Newcastle
See Page 80

Families Supporting Families Inc
See Page 83

Family Law Courts - Newcastle Registry
See Page 17

Fiona Wood Speech Pathology Services
See Page 51

Firstchance Inc
See Page 52

Firstchance
See Page 76

Flourish Australia – Newcastle
See Page 76
Foggs Newcastle Shuttle Bus Service
Phone: 4950 0526, 0410 581 452 Fax: 02 4950 0566
Mail to: PO Box 130, Wallsend 2287
Email: foggsshuttle@bigpond.com
Web: www.foggsshuttle.com.au
Service Description: Charter trips to vineyards, sporting events, airports etc. Airport Shuttle service and Charter service.
Hours: Mon-Sun 9am-5pm
Disability Access: Yes (wheelchair accessible bus)
Area Served: Hunter Region

GTK Rehab
See Page 31

Guide Dogs NSW / ACT - Hunter, Central Coast
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HACC Support Project - Lake Macquarie/Newcastle
See Page 76

Hamilton Meals on Wheels
See Page 23

HB Rehab
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Headstart Acquired Brain Injury Service
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Heart Foundation - Newcastle Branch
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Holy Apostles Greek Orthodox Day Care Centre
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House with No Steps - Hunter Region
See Page 72

Housing NSW - Newcastle Tenancy and Access Teams
See Page 73

Hunter / New England Mental Health Consumer Unit
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Hunter Brain Injury Respite Options (HBIRO)
See Page 52

Hunter Brain Injury Service (HBIS)
See Page 73

Hunter Connect Families Inc
Phone: 0409 449 202
Meets at: 6 Waropara Rd, Stockton 2295
Mail to: PO Box 136, Stockton 2295
Email: info@hunteconnect.org.au
Web: www.hunteconnect.org.au
Service Description: Hunter Connect Families incorporated is a not for profit organisation established in 2009, run by a small team made up of volunteers. The team includes parents who have children with special needs and people with a passion to support Parents, carers and siblings of children and adults affected by Autism Spectrum Disorder and other Neurological disorders.
Hours: Daytime (run by volunteers)
Area Served: Maitland; Hamilton; Port Stephens

Hunter Equipment Service HNELHD
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Hunter Genetics
See Page 52

Hunter Institute of Mental Health
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Hunter Medical Research Institute
See Page 32

Hunter New England Health, Podiatry and Footcare Services
See Page 17

Hunter Prosthetic and Orthotic Service
Phone: 4921 4151 Fax: 02 4921 4155
c/- Limb Centre Building Rankin Park Campus, Lookout Rd, New Lambton Heights 2305
Mail to: Locked Bag 1, Hunter Region MC 2310
Email: HSNSW-HPOS@health.nsw.gov.au
Service Description: Prosthetics and Orthotics.
Hours: Mon-Thu 8am-4:30pm Fri 7:30am-4pm
Disability Access: Yes (toilets, ramp and parking)
Area Served: Hunter HACC

Hunter Prosthetics and Orthotics Service
See Page 17

Hunter Spinal Cord Injury Service (SCIS)
See Page 87

Hunter Tenants Advice & Advocacy Service
See Page 5

Hunter Valley Branch Laryngectomee Association of NSW
See Page 87

Hunter Valley Private Hospital
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IFE (Induction for Fetal Abnormality) Support Group
See Page 53

Integratedliving Australia Ltd
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Integratedliving Australia Ltd
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Intellectual Disability Rights Service - Hunter Office
See Page 93

Interact Injury Management - Newcastle
See Page 77

Interrelate Family Centres
See Page 53

Irlen Diagnostic Clinic - Newcastle
See Page 45

Jesmond Neighbourhood Centre
See Page 18

Job Centre Australia
See Page 77

JobQuest - Household Tasks
See Page 88

Joy Cummings Centre Family Support Newcastle
See Page 32

Karumah
See Page 18

Kathy Pritchard OT (Occupational Therapist)
See Page 19

Kip McGrath Education Centres
See Page 64

Lake Macquarie Ageing and Disability Panel
See Page 32

Lake Macquarie Mental Health Services
See Page 88

Lambton Meals on Wheels
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Let's Eat Paediatric Speech Pathology - Valerie Gent
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Leukaemia Foundation
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Life Without Barriers (National Office)
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Lifestyle Solutions (AUST) Ltd
See Page 73

Lindsay Gardens Aged Care Facility
See Page 6

Little Star Speech Therapy
See Page 54

Mayfield Meals on Wheels
See Page 23

MDAA - Newcastle
Phone: 4960 2577  Fax: 02 4960 2577
2A Platt St, Waratah 2298
Email: newcastle@mdaa.org.au
Web: www.mdaa.org.au

Service Description: Individual advocacy services for people with disability, their families and carers. Support with issues including housing, Centrelink and education etc.

Hours: Please leave a message on answering machine 24/7

Disability Access: Yes (ramp and toilet)

Area Served: Hunter Region

Parent Organisation: Multicultural Disability Advocacy Association (MDAA) of NSW Inc

Mental Health Substance Use Service - McAuley Centre, Mater Hospital
See Page 88

Mercy Day Centre - Newcastle
See Page 26

Mercy Services - Brighter Futures for Children and Families
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Mercy Services - Elermore Vale
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Mercy Services - Home Maintenance
See Page 23

Mercy Services - Hunter
See Page 6

Mercy Social Support
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<tr>
<td>Phone: 4960 9203  Fax: 02 6766 4028</td>
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<tr>
<td>4 Roe St, Mayfield 2304</td>
<td>ParaQuad - Hunter New England</td>
</tr>
<tr>
<td>Mail to: PO Box 487, Tamworth 2340</td>
<td>See Page 74</td>
</tr>
<tr>
<td>Email: <a href="mailto:andrew.nisbet@challengecommunity.org.au">andrew.nisbet@challengecommunity.org.au</a></td>
<td>Parkinson's Syndrome Support Group</td>
</tr>
<tr>
<td>Web: <a href="http://www.challengecommunity.org.au">www.challengecommunity.org.au</a></td>
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<tr>
<td>Service Description: Day Activity Program</td>
<td>Paul Spencer Consulting P/L</td>
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<td>Hours: Mon - Fri 9am-3pm</td>
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<tr>
<td>Transport: Provided within service hours - internal only</td>
<td>Physical Disability Unit TAFE NSW - Hunter</td>
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<td>Disability Access: Yes (ramps access)</td>
<td>Institute</td>
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**Prepared July 2017**
Redfern Flinn Lifting Equipment
**Phone:** 4964 4566  **Fax:** 02 4966 4100
14/26 Balook Dr, Beresfield 2322
**Email:** sales@redfernflinn.com.au
**Web:** www.redfernflinncranes.com.au
**Service Description:** Preventative maintenance and repairs on vehicle hoists, cranes, lifting equipment and disabled hoists for vehicles. Our fleet is mobile and can be brought to the factories.
**Hours:** 24 hrs a day, 7 days a week.
**Fees:** Rates discussed per job/item.
**Disability Access:** Yes (toilets and level entry)
**Area Served:** Hunter Region
**Alternative Names:** Redfern Flinn Cranes and Hoisting Equipment

Regent Street Physiotherapy
See Page 81

Response Employment and Training
See Page 78

Response Services Inc
See Page 41

Ronald McDonald House - Newcastle
See Page 43

Rosamaria Coster Occupational Therapy Associates
See Page 81

Rosie’s School of Rock
See Page 81

RTA - Mobility Parking Scheme
**Phone:** 132 213  **Fax:** 02 4921 0880
114 Parry St, Newcastle West 2302
**Web:** www.rta.nsw.gov.au
**Service Description:** Provides parking permits for people who cannot walk more than 100m. The public can report abuse of the NSW parking scheme for people with disability by phoning 1300 884 899 or emailing RTA_Contact_Centre@rta.nsw.gov.au
**Hours:** Mon-Fri 7am-7pm, Sat 9am-3pm
**Area Served:** Hunter Region

Salvation Army Moneycare Newcastle
See Page 9

Samaritans - Kaiyu Community Based Activities (CBA)
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Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions
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Samaritans
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Samaritans
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Saving Time P/L
See Page 24

small TALK Speech Therapy - Hunter
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Songbird Homes
**Phone:** 0447 220 021
**Mail to:** 90 Brunswick St, East Maitland 2323
**Email:** ann.rawling@songbirdhomes.com.au
**Web:** www.songbirdhomes.com.au
**Service Description:** Residential group homes for people with disabilities. Songbird Homes provide 24 hour staff, transport, appointment support, community access, domestic support, personal care
**Hours:** 24 hours a day, office hours 9.00am - 5.00pm
**Fees:** Inline with NDIS and Client Contribution
**Disability Access:** Yes (Homes have ramp entry, modified bathrooms)
**Area Served:** Hunter Region

Soul Cafe
See Page 7

Special Needs Dentistry
See Page 90

Spectrum Paediatric Occupational Therapy Service (SPOTS)
See Page 46

Speech Moves... Speech Pathology
See Page 56

Sport & Spine Physiotherapy
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St Luke’s Wallsend Day Care Centre
See Page 27

Stockton Meals on Wheels
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Stomal Therapy Consultant Nurses
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Sunflower Centre - Hunter Region
See Page 79

Support Through Early Psychosis Service (STEPS)
See Page 90
| **TAD Disability Services Hunter** |
| **Phone:** 0403 500 910  **Fax:** 02 4946 9168 |
| **Mail to:** 3/106 Dibbs St, Adamstown 2289 |
| **Email:** tadhunter@tadnsw.org.au |
| **Web:** www.tadnsw.org.au/hunter |
| **Service Description:** Custom Designed Equipment. A group of Volunteers build and design custom made equipment for people with disabilities. Freedom Wheels bikes for kids with a disability so they can ride when it was never thought possible. For more information on all of our services please visit us at www.tadnsw.org.au |
| **Hours:** Mon-Fri 9am-12pm |
| **Fees:** Quotes are provided before any project commences. |
| **Area Served:** Hunter Region |
| **Alternative Names:** Technical Aid to the Disabled |
| **Parent Organisation:** TAD Disability Services |

| **TAFE Consultant for Hearing Impaired** |
| **See Page 79** |
| **TAFE NSW Hunter Institute - Newcastle Campus** |
| **See Page 79** |
| **TAFE Teacher/Consultant Vision - Hamilton Campus** |
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| **Telecross** |
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| **The Community Kitchen Merewether** |
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| **The Executive Inn** |
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| **The Plan Centre of Newcastle P/L** |
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| **Unifam Counselling and Mediation Service** |
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| **Variety - The Children's Charity** |
| **See Page 84** |
| **Vision Australia - Hunter** |
| **See Page 21** |
| **Vision Impairment Unit - Hunter Tafe** |
| **Phone:** 4923 7231 |
| F Block, Ground Floor Room 27, Tighes Hill Campus, Maitland Rd, Tighes Hill 2297 |
| **Mail to:** TAFE Hunter Institute, Newcastle Campus, Locked Bag 45, Hunter Region MC 2310 |
| **Email:** hunter.disabilityservices@tafe.nsw.edu.au |
| **Web:** www.hunter.tafensw.edu.au |
| **Service Description:** The Unit provides support to students enrolled in TAFE courses throughout the Hunter and Central Coast, specifically students with vision impairment and scotopic sensitivity. |
| **Hours:** Monday to Friday 8:00am to 5:00pm |
| **Disability Access:** Yes (All disabilities are accounted for) |
| **Area Served:** Hunter Region |
| **Parent Organisation:** Hunter Institute of TAFE |

| **Wallsend Area Community Carers Inc (WACCI)** |
| **See Page 12** |
| **Wallsend Baptist Seniors Fellowship** |
| **See Page 27** |
| **Wallsend Carers – Mercy Services** |
| **See Page 24** |
| **Wheeling and Able** |
| **See Page 44** |
| **Workplace Physiotherapy and Injury Management** |
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<td>BaptistCare Warabrook Centre</td>
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<tr>
<td>Calvary St Martin de Porres Retirement Community</td>
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</table>

**CatholicCare Young Adult Services**

**Phone:** 4979 1120  
50 Crebert St, Mayfield 2304  
**Mail to:** PO Box 775, Newcastle 2300  
**Email:** ccenquiries@catholiccare.org.au  
**Web:** [www.catholiccare.org.au/](http://www.catholiccare.org.au/)  
**Service Description:** Supported housing and outreach service for young people aged 12 to 25 years providing accommodation, mental health and family support.  
**Hours:** Mon - Fri 9:00am - 5:00pm  
**Disability Access:** Yes (ramp)  
**Area Served:** Newcastle; Lake Macquarie; Maitland  
**Parent Organisation:** CatholicCare Social Services Hunter-Manning

**CatholicCare**  
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**Centrelink Customer Service Centre - Mayfield**  
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**Chifley Apartments Newcastle**  
See Page 72

**Christ Church Cathedral**  
Cathedral Hall, Church St, Newcastle 2300  
**Mail to:** PO Box 221, Newcastle 2300  
**Email:** dean@newcastlecathedral.org.au  
**Service Description:** We are a vibrant community in the heart of the City. Our Cathedral dominates the skyline, gathering pilgrims, visitors and tourists to enjoy its splendid architecture, music and art. Lunch Hot Meals Every 2nd Sunday at 12.30pm  
**Area Served:** Newcastle

**Christian Outreach Centre**  
**Phone:** 4961 3022  
18 Albert Street, Wickham 2293  
**Service Description:** Food Bank - minimal cost  
**Hours:** Wed and Thurs 11am-3pm  
**Area Served:** Newcastle  
**Alternative Names:** The Good Life

**Community Engagement Officers (Centrelink)**  
See Page 5

**Community Housing Office**  
See Page 5

**House with No Steps - Hunter Region**  
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**Housing NSW - Newcastle Tenancy and Access Teams**  
See Page 73

**Hunter Brain Injury Service (HBIS)**  
See Page 73

**Hunter Tenants Advice & Advocacy Service**  
See Page 5

**Irwin Hall Aged Care Facility (Uniting Care)**  
See Page 5
Islington ISP Night Van
Phone: 4979 1120
132 Maitland Rd, Islington 2296
Service Description: The Night Care Van provides food and beverages to visitors at Islington ISP carpark each Saturday afternoon and evening. The Night Care Van is a potential outreach opportunity for disadvantaged people to access other services via information and referral.
Hours: Sat 4pm - 7pm
Area Served: Newcastle

Jenny McLeod Retirement Village
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Jesmond Grove
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Leukaemia Foundation
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Life Without Barriers (National Office)
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Lifestyle Solutions (AUST) Ltd
See Page 73

Lindsay Gardens Aged Care Facility
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Matthew Talbot Homeless Services
Phone: 4961 1411 Fax: 02 4962 1316
82 Hannell St, Wickham 2293
Mail to: PO Box 101, Wickham 2293
Email: mtcwickham@vinnies.org.au
Service Description: Matthew Talbot Homeless Services provides support to Men and Men with Children at risk of, or experiencing homelessness in Newcastle & Lake Macquarie. The service has access to short & medium term transitional housing options. The service also offers ongoing community outreach support to assist in sustaining tenancies, early intervention & assertive outreach.
Hours: Mon - Fri 9:00am - 5:00pm
Disability Access: No
Area Served: Hunter Region
Parent Organisation: St Vincent de Paul

McAuley Community Housing
See Page 6

Mercy Services - Elermore Vale
See Page 6

Mercy Services - Hunter
See Page 6

Neami National - Newcastle
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Newcastle Care
Phone: 4969 2799
85 Tudor Street, Hamilton 2303
Service Description: Provides hot meals. Also provide counselling services, NIL loans, advocacy and referrals
Hours: Thursdays 6pm - 7pm
Area Served: Newcastle

Northcott - Hunter New England
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Northern NSW Aboriginal Tenants Advice & Advocacy Service
Phone: 1800 248 913
5 Newcomen St, Newcastle 2300
Mail to: PO Box 1075, Grafton 2460
Email: info@aboriginaltaap.com.au
Service Description: Tenancy Advice: By telephone or by face to face Representing tenants before the tribunal if you are having problems with your landlord regarding: Eviction prevention; Tenancy Agreements; Bond Claims; Repairs/Maintenance; Residential Tenancies. Tribunal Community awareness workshops
Hours: 8.30am - 5pm Mon - Fri
Area Served: North Coast (Tweed to Hunter); Hunter Region

Novotel Newcastle Beach
See Page 74

Our Backyard
See Page 7

ParaQuad - Hunter New England
See Page 74

Path2Change
Phone: 4951 2144 Fax: 02 4955 6726
11 Charles St, Wallsend 2287
Email: admin@p2c.org.au
Web: www.path2change.org.au
Service Description: To prevent and reduce homelessness
Area Served: Hunter Region

Quality Suites, Boulevard on Beaumont
See Page 74
Reach Newcastle  
**Meets at:** Beaumont St (op Raj's Corner), Hamilton 2303  
**Service Description:** REACH Newcastle provides a safe/regular place in a prominent location in the CBD that makes contact with a wide range of people in the community. These people could be affected by homelessness, drugs and alcohol, mental health issues, or just lonely. It provides a free BBQ, water, clothing, blankets, hygiene bags, weekend survival packs and referrals to other health and welfare organisations.  
**Hours:** Friday nights  
**Area Served:** Newcastle

Response Services Inc  
See Page 41

Ronald McDonald House - Newcastle  
See Page 43

Ronald McDonald House  
See Page 43

Samaritans - Broadmeadow Assistance Centre  
**Phone:** 4922 1540 **Fax:** 02 4922 1560  
32 Brunker Rd, Broadmeadow 2292  
**Mail to:** PO Box 167, Adamstown 2289  
**Web:** [www.samaritans.org.au](http://www.samaritans.org.au)  
**Service Description:** Help with food and utility assistance. Appointment only - please phone. Current Centrelink Income. Statement required.  
**Hours:** Mon, Wed, Thur, Fri 10am-2pm  
**Languages spoken:** English  
**Area Served:** Newcastle

Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions  
See Page 43

Samaritans Reconnect  
See Page 44

Soul Cafe  
See Page 7

The Executive Inn  
See Page 74

The Gateway Inn  
See Page 74

The Salvation Army, Oasis Youth Network Hunter  
**Phone:** 4969 8066  
**Fax:** 02 4969 8073  
67 Cleary St, Hamilton 2303  
**Mail to:** PO Box 444, Hamilton 2303  
**Email:** oasishunteradmin@awe.salvationarmy.org  
**Service Description:** A youth support service offering: Counseling and general support for young people aged 12 to 25; Individual and group anger management courses; Support for parents of adolescents; Training in Hospitality  
**Hours:** Mon-Fri 9:00am - 9:00pm  
**Transport:** Close to Hamilton Train Station  
**Disability Access:** Yes  
**Area Served:** Hunter Region  
**Parent Organisation:** The Salvation Army

Tinonee Haven  
See Page 74

Travelodge Hotel  
See Page 74

Uniting Church  
Cnr Kerr and Highfields St, Mayfield 2304  
**Service Description:** Hot Meals  
**Hours:** Sunday 12pm - 1pm  
**Area Served:** Newcastle

Wandiyali ATSI Inc  
See Page 44

Warlga Ngurra Women and Children's Refuge  
See Page 44

Wesley Mission Oasis Drop-In Centre  
See Page 7

Wheeling and Able  
See Page 44

Woodlands Lodge Aged Care Facility (United Protestants Association)  
See Page 7
Counselling

ACON - Islington
**Phone:** 4962 7700  **Fax:** 02 4927 6485
129 Maitland Rd, Islington 2296
**Email:** hunter@acon.org.au
**Web:** www.acon.org.au
**Service Description:** Care and support for people living with HIV/AIDS - their families, partners and carers. Information, referral and support for the gay; lesbian; bisexual and transgender communities. Counselling; referral; testing information; condoms/lubricants; safe-sex info; needle exchange; posters stickers brochures; volunteer training; support group; in-service training of staff in other agencies; police liaison and liaison with sex workers. Range of HIV/AIDS and STI education and prevention activities including health promotion newsletter, information workshops and service provider training. Sexual Health Clinic on Tue 3:30pm-6:30pm Thu 9:30am-3:30pm. Free confidential drop-in clinic.
**Hours:** Mon Wed Fri 9am-5pm Tue Thu 9am-6:30pm
**Disability Access:** Yes (Ramp and toilets)
**Languages spoken:** English
**Area Served:** Hunter Region

Alzheimer's Australia NSW - Hunter
See Page 8

AusPsych
See Page 85

Awabakal Aboriginal Medical Centre
See Page 10

BaptistCare Community Centre
**Phone:** 4032 5288  **Fax:** 02 4967 5310
Ground floor, 88 Hanbury St, Mayfield 2304
**Mail to:** PO Box 196, Mayfield 2304
**Email:** MBowyer@baptistcare.org.au
**Web:** www.baptistcare.org.au
**Service Description:** Breakfast Mon, Tues, Friday. Lunch $2 Wednesday 11.30am - 12.30pm. Friday hot dinner 5pm. Art and mosaic groups, literacy class. English classes Thursday NILS loans and Step UP Loans. Living beyond abuse groups NA, AA, GA, support groups
**Hours:** Mon, Tues, Wed, Fri, 9.30 - 12.30 Thursday closed
**Fees:** nil
**Transport:** By bus or Waratah Station nearby
**Disability Access:** Yes (Ramps; disabled toilets)
**Languages spoken:** English
**Area Served:** Newcastle

Beresfield Community Health Services
**Phone:** 4966 1034  **Fax:** 02 4966 1363
Cnr Ogilvie and Lawson Ave, Beresfield 2322
**Email:** communitycare@dadhc.nsw.gov.au
**Service Description:** Child and family health nursing provided by Beresfield Community Health Services promote physical, emotional and social well-being of families with children between the age of 0-5. Home visiting to parents, counselling, education and free immunisation is also provided by the Beresfield Community Health Services.
**Hours:** Tuesday, Thursday and Friday 8:30am - 5:00pm
**Transport:** Bus nearby. Street parking is available outside centre
**Area Served:** Hunter Region
**Alternative Names:** Early childhood clinic

Bronte House
**Phone:** 4961 2686, 0427 044 502
32 Union St, Tighes Hill 2297
**Email:** office@mercyservices.org.au
**Web:** mercyservices.org.au
**Service Description:** Bronte House provides supported accommodation for 3 women in recovery from substance abuse (usually following a period in residential rehabilitation). Bronte House provides a structured program based on the 12-step model with attendance of AA/NA meetings.
**Transport:** Bus
**Disability Access:** No
**Area Served:** Hunter Region
**Parent Organisation:** Mercy Services
Carers NSW - Mental Health Respite Carer Support Program  
See Page 70

Castle Personnel Services Ltd  
See Page 75

Catholic Community Services  
See Page 13

CatholicCare Social Services Hunter-Manning  
See Page 47

CatholicCare  
See Page 72

Child and Adolescent Mental Health Service - Newcastle  
See Page 47

Community Restorative Centre - Hunter  
Phone: 4978 6700  Fax: 02 4962 5280  
Mail to: PO Box 749, Hamilton 2303  
Email: info@crcnsw.org.au  
Web: www.crcnsw.org.au  
Service Description: CRC provides via telephone an information, advocacy and referral service for people in crisis. Staff members are able to assist with referral for emergency accommodation, referral for financial assistance, referral for advocacy services and counselling services. Clients are urged to contact CRC whenever the need may arise, however, they are also advised that they will be required to speak to whichever staff member is rostered on duty and will not be provided with an ongoing caseworker. Assistance is available via telephone only.  
Hours: Mon - Fri 9am - 5pm  
Area Served: Hunter Region  
Alternative Names: CRC

ConnectAbility Australia Inc - Adolescent and Family Counselling  
See Page 49

Craig Edward Moore - Counselling  
Phone: 4927 0023  Fax: 02 4927 0024  
Room 202, 17 Bolton St, Newcastle 2300  
Mail to: PO Box 346, The Junction 2291  
Email: craigmoore.psych@gmail.com  
Service Description: This psychologist provides personal, family and marriage counselling to people of any age. This can entail assessment, diagnosis and intervention for issues including social, emotional, behavioural, learning, mental illness and developmental difficulties in children, adolescents, adults, as well as issues for parents and families. Registered for Medicare and National Disability Insurance Scheme.  
Hours: Mon-Fri 9am-5pm, other times by appointments  
Fees: Varies with service, contact for details  
Disability Access: Yes (ramp, lift and toilet)  
Area Served: Newcastle

Dads in Distress (DIDs) - Newcastle  
Phone: 1300 853 437  
Tighes Hill Public School, Elizabeth St, Tighes Hill 2297  
Email: enquiries@dadsindistress.asn.au  
Web: www.dadsindistress.asn.au  
Service Description: Men support men through the trauma of relationship breakdown, divorce and separation from family. Promotes support in a safe environment for men to express their grief, anger and loss with men in similar circumstances. Offers Helpline, individual support, advocacy. Website has comprehensive list of resources. Meets at Tighes Hill Public School Wednesdays 7:30pm-9:30pm.  
Hours: Wed 7:30pm-9:30pm  
Fees: None  
Disability Access: Yes (wheelchair accessible)  
Area Served: Hunter Region  
Alternative Names: (Dads in Distress Support Services)  
Parent Organisation: Dads in Distress (DIDs) Inc

Delando Corporation Ltd  
See Page 76

Educational Case Management-Psychologist  
See Page 50

e envision Coaching & Psychology  
See Page 51

Family Law Courts - Newcastle Registry  
See Page 17
Family Planning NSW Talkline (FPNSW)
Phone: 1300 658 886
Meets at: Ground Floor, 384 Hunter St, Newcastle 2300
Email: talkline@fpnsw.org.au
Web: www.fpnsw.org.au/talkline
Service Description: The Talkline staff provide callers with information, advice and options across a wide range of reproductive and sexual health issues, including: Contraception, Pregnancy, Sexually Transmissible Infections (STIs), Women's health, Men's health, Healthy relationships. Talkline welcomes questions from people from different backgrounds, religions, ages and sexual orientation, especially those who have difficulty in finding appropriate health services.
Hours: Mon-Fri 8:30am-5pm
Languages spoken: Health translator can be requested
Area Served: NSW

Family Planning NSW
See Page 51

Flourish Australia – Newcastle
See Page 76

Hunter Child Protection Counselling Service
See Page 52

Hunter Genetics
See Page 52

Hunter New England Local Health District
See Page 17

IFFA (Induction for Fetal Abnormality) Support Group
See Page 53

Interact Injury Management - Newcastle
See Page 77

Interrelate Family Centres
See Page 53

Jesmond Neighbourhood Centre
See Page 18

Job Centre Australia
See Page 77

Life Without Barriers (National Office)
See Page 43

Lifeline Newcastle and Hunter
Phone: 4940 2000 Fax: 02 4940 2010
12 Maitland Rd, Islington 2296
Mail to: PO Box 219, Islington 2296
Email: reception@lifelinehunter.org.au
Web: www.lifelinehunter.org.au
Service Description: Lifeline Newcastle and Hunter provides face to face, financial, personal and relationship counselling. As part of the 131114 support line our volunteers answer calls from people in crisis. Our training division presents suicide prevention and awareness training in our region and beyond.
Hours: Admin Mon-Fri 9.00am-5.00pm, Crisis Line 24/7
Fees: One off admin fee of $60 for 6 personal counselling appointments. Financial counselling free
Disability Access: Yes
Area Served: Hunter
Parent Organisation: Lifeline Australia

Matthew Talbot Homeless Services
See Page 104

McAuley Outreach Service
See Page 54

Mental Health Carers ARAFMI NSW Inc
Phone: 4961 2842, 4961 6717 Fax: 02 4961 6052
22 Stewart Avenue, Hamilton East 2303
Email: arafmihunter@exemail.com.au
Service Description: To provide counselling, support groups and educational workshops for mental health carers, family members and friends of people with a mental illness. Quarterly newsletter.
Hours: Mon-Fri 9:30am-5pm
Fees: For membership
Disability Access: Yes (through the back entrance)
Area Served: Hunter
Alternative Names: Hunter Branch
Parent Organisation: ARAFMI NSW Incorporated

Mental Health Substance Use Service - McAuley Centre, Mater Hospital
See Page 88
Mission Australia - Newcastle
Phone: 4033 4939
Lot 1, 239 King St, Newcastle 2300
Email: PHAMNCSintake@missionaustralia.com.au
Web: www.missionaustralia.com.au
Service Description: Mission Australia’s Personal Helpers and Mentors Program (PHaM) in Newcastle is a strength and recovery centred program supports people whose lives are severely affected by a mental illness. The program caters for people 16 years and over who are willing to receive help for their diagnosis and to address any drug and alcohol issues during the course of participation.
Hours: 8am - 4.30pm Mon-Fri
Area Served: National

MVB Psychology and Consultancy Services
See Page 89

Narcotics Anonymous
Phone: 1300 652 820
Email: info@na.org.au
Web: www.na.org.au
Service Description: Narcotics Anonymous is a non profit society of men and women for whom drugs had become a major problem. Recovering addicts meet regularly to help each other stay clean with a program of complete abstinence from all drugs.
Hours: 24 hours - 7 days a week
Fees: Free
Disability Access: Yes (Disabled access)
Languages spoken: English
Area Served: Hunter Region
Parent Organisation: N/A

NewPsych Psychologists
See Page 55

Pacific Clinic Newcastle Sexual Health Service
Phone: 4016 4536  Fax: 02 4016 4535
Newcastle Community Health Centre, Level 2, 670 Hunter St, Newcastle 2300
Email: hnlhd-pacificclinic@hnehealth.nsw.gov.au
Web: hnesexualhealth.org.au
Service Description: A free and confidential service including: Testing and treatment for sexually transmitted infections and blood bourne viruses;Information and advice on sexual health and sexually transmitted infections with ongoing support following a positive result;Hepatitis screening and free vaccination for at risk groups;Post exposure prophylaxis for possible exposure to HIV;Counselling on sexual health issues.
Hours: Mon, Wed, Thur, Fri 9:00am - 5:00pm, Tue 9:00am - 12:30pm
Fees: Free and confidential.
Transport: Metered on-street parking. Bus and rail services nearby
Disability Access: Yes (Full wheelchair access, disabled parking and disabled bathrooms)
Languages spoken: Translations available via phone interpreters
Area Served: Hunter / New England AHS
Alternative Names: Sexual Health Clinic Royal Newcastle Hospital
Parent Organisation: NSW Health Hunter New England Local Health District

ParaQuad - Hunter New England
See Page 74

Pascoe Psychology
See Page 55

Paul Spencer Consulting P/L
See Page 55

PsychFocus
See Page 55

Red Nose
See Page 56

Salvation Army Moneycare Newcastle
See Page 9

Samaritans Reconnect
See Page 44
St Vincent de Paul Society (Maitland - Newcastle Diocese)

**Phone:** 4967 6277  **Fax:** 02 4967 6233
Diocesan Office, 9/256 Hunter St, Newcastle West 2302
Mail to: PO Box 817, Hamilton 2303
**Email:** maitland.newcastle@vinnies.org.au
**Web:** www.vinnies.org.au

**Service Description:** The St Vincent de Paul Society through its Centres provide services such as - home visitation; hospital visitation; welfare centres; and special works such as hostels for the homeless, and self help programs. Regional contacts throughout the Hunter.

**Hours:** Centres - 9am to 4pm
**Area Served:** Hunter Region;

TAFE Careers and Counselling Service

**Phone:** 1300 733 248
Maitland Rd, Tighes Hill 2297
**Mail to:** Locked Bag 45, HRMC NSW, Newcastle 2300
**Email:** hunter.counselling@tafe.nsw.edu.au
**Web:** www.hunter.tafensw.edu.au/services%20and%20facilities/pages/careers-advice.aspx

**Service Description:** Careers, counselling & pathways service for students and prospective students of TAFE across all campuses Newcastle, Lake Macquarie, Central Coast, Hunter Valley and Upper Hunter.

**Hours:** Mon - Friday 8.30am - 4.30pm
**Fees:** free service
**Languages spoken:** TIS National used on the phone if required.
**Area Served:** Hunter Region; Central Coast LHD

The Mission to Seafarers Newcastle Inc.

**Phone:** 4961 5007  **Fax:** 02 4961 5081
96 Hannell St, Wickham 2293
**Mail to:** PO Box 3, Wickham 2293
**Email:** admin@mtsnewcastle.org.au
**Web:** www.mtsnewcastle.org.au

**Service Description:** Service - International Merchant Mariners, transport, hospitality, counselling, spiritual worship

**Hours:** 10:00am-10:00pm at Newcastle Mission - Hannell Street
**Fees:** Nil
**Transport:** Bus from ship to city and return on request
**Disability Access:** Yes
**Area Served:** Hunter Region

Youth Direct

**Phone:** 4922 1502  **Fax:** 02 4922 1562
32 Brunker Rd, Broadmeadow 2292
**Mail to:** PO BOX 167, Adamstown 2289
**Email:** youthdirect@samaritans.org.au
**Web:** www.samaritans.org.au

**Service Description:** Young people can face all types of challenges to do with bullying, mental health, grief and trauma. Raising sensitive issues and working to resolve problems that arise along the way can be challenging. It can also be hard as a parent/carer to know the difference between normal behaviour, such as moodiness, irritability and withdrawal, and an emerging problem. Youth Direct can help parents/carers and support workers by referring to the appropriate support service.

**Hours:** Mon - Fri 9.30am to 3.30pm
**Fees:** Nil
**Transport:** As required
**Disability Access:** Yes
**Area Served:** Newcastle, Lake Macquarie

Alternative Names: Samaritans Foundation

Parent Organisation: Samaritans Foundation
### Education

**621 Hunter Street Health Centre**

**Phone:** 4925 7800  **Fax:** 02 4925 7863  
621 Hunter St, Newcastle West 2302  
**Email:** HNELHD-YHT@hnehealth.nsw.gov.au  
**Web:** www.hnehealth.nsw.gov.au  
**Service Description:** A range of specialist child and adolescent mental health services.  
**Hours:** Mon - Fri 8.00am to 4.30pm  
**Fees:** There are no fees  
**Transport:** The service is accessible via local bus service  
**Disability Access:** Yes (Wheel chair access)  
**Languages spoken:** Interpreter by appointment only  
**Area Served:** Hunter Region  
**Alternative Names:** Newcastle Health Centre (HNEHS)  
**Parent Organisation:** Hunter New England Area Health Service

**Acappella Nova**

**Phone:** 4930 3474  
St Andrews Presbyterian Church, Laman St, Newcastle 2300  
**Email:** samanthacobcroft@gmail.com  
**Service Description:** Be a part of the beauty of the music and the words. Be inspired by the honest and enthusiastic singing of this unique group. No previous musical experience necessary - everyone is welcome. A sense of fun and adventure is recommended. No audition necessary.  
**Hours:** 5.45pm - 8.00pm Tuesdays  
**Area Served:** Newcastle

**Access Industries - Newcastle**

See Page 38

**ACON - Islington**

See Page 106

**Adaptive Technology Centre**

See Page 70

**Al-Anon Family Groups**

See Page 46

**Alpha Toastmasters Club**

**Phone:** 4975 3212  
**Meets at:** Alder Park Bowling Club, 132 Bridges Rd, NEW LAMBTON 2305  
**Mail to:** PO Box 352, MEREWETHER 2291  
**Email:** enquiries@alphatoastmasters.org.au  
**Web:** www.alphatoastmasters.org.au  
**Service Description:** Toastmasters help members become more confident in front of an audience. Doing the program helps all who participate become better leaders and more confident speakers.  
**Hours:** The club meets every Monday at Alder Park Bowling Club between 6.15pm and 8.45pm.  
**Fees:** $48 joining fee + $66 every six months  
**Transport:** street parking; on bus route  
**Disability Access:** Yes (Lift from car park, ground floor access)  
**Area Served:** Lower Hunter  
**Parent Organisation:** Toastmasters International

**Alzheimer's Australia NSW - Hunter**

See Page 8

**Anti-Discrimination Board of NSW - Newcastle**

See Page 8

**Australian Addisons Disease Association Inc**

See Page 75

**Autism Understanding Pty Ltd**

See Page 47

**Autoimmune Resource and Research Centre (ARRC)**

See Page 75

**BaptistCare Community Centre**

See Page 106

**Beresfield Community Health Services**

See Page 106

**Better Hearing Australia Inc (BHA) - Newcastle**

See Page 75

**Break Thru People Solutions**

See Page 42

**Break Thru People Solutions**

See Page 42
Breast Cancer Institute of Australia
**Phone:** 4925 3022    **Fax:** 02 4925 3068
Suite 2, 227 Darby St, Newcastle 2300
**Mail to:** PO Box 283, The Junction 2291
**Email:** enquiries@bcia.org.au
**Web:** www.bcia.org.au
**Service Description:** Fundraising and education for clinical trials research for the treatment, prevention and cure of breast cancer.
**Hours:** Mon - Fri 8:30am - 5:00pm
**Area Served:** National
**Parent Organisation:** Australia and New Zealand Breast Cancer Trials Group

Bright Buttons Speech Pathology
See Page 8

Cancer Council Kotara Shop
**Phone:** 4923 0770    **Fax:** 02 4952 2604
Shop 106, Westfield, Cnr Park Av and Northcott Dr, Kotara 2289
**Mail to:** PO Box 388, Kotara 2289
**Email:** storekotara@nswcc.org.au
**Web:** www.cancercouncil.com.au
**Service Description:** Retail outlet for range of skin cancer prevention products and for the provision of cancer related information.
**Hours:** Mon, Tues, Wed, Fri 9am-5:30pm, Thu 9am-9pm, Sat 9am-5pm, Sun 10am-4 pm
**Disability Access:** Yes (Ground level access)
**Area Served:** Hunter

Careers Australia Newcastle
**Phone:** 4967 9200
4 Frost Drive, Mayfield 2304
**Email:** newcastle@careersaustralia.edu.au
**Web:** www.careersaustralia.edu.au
**Service Description:** Vocational Education and Training Provider
**Area Served:** Newcastle

Castle Personnel Services Ltd
See Page 75

CatholicCare Young Adult Services
See Page 103

CatholicCare
See Page 72

Child and Family Health Team
See Page 48

Children's Diabetes & Endocrine Service
See Page 48

Communicating Kids
See Page 49

Community Youth Development Project
**Phone:** 4922 1508    **Fax:** 02 4922 1562
32 Brunker Rd, Broadmeadow 2292
**Mail to:** PO Box 167, Adamstown 2289
**Email:** cydp@samaritans.org.au
**Web:** www.samaritans.org.au/service/community-youth-development-project/
**Service Description:** Provision of information, advocacy, training and professional development opportunities to youth services that support young people in the Newcastle Local Government Area. The Project seeks to develop and strengthen partnerships with government and non-government agencies in order to improve and maintain effective service delivery models.
**Hours:** Mon - Fri 9:00am - 5:00pm
**Transport:** NA
**Area Served:** Newcastle
**Parent Organisation:** Samaritans

Computerpals for Seniors Newcastle Inc
See Page 8

Cystic Fibrosis NSW - Newcastle and Hunter
See Page 50

Cystic Fibrosis NSW Newcastle/Hunter Branch
See Page 50

DALE (Young Parents' School)
**Phone:** 4949 2949    **Fax:** 02 4949 2948
98 Georgetown Rd, Waratah 2298
**Mail to:** PO Box 173, Waratah 2298
**Email:** youngparents@spcc.nsw.edu.au
**Web:** www.spcc.nsw.edu.au
**Service Description:** Program, with on-site creche facility to assist pregnant teenagers and teenage mothers to complete their RoSA and HSC.
**Hours:** Mon - Fri 9:00am - 3:00pm
**Fees:** $5 per day, maximum of $15 pw (includes creche)
**Transport:** Mini bus pick up from designated point in Newcastle available if needed
**Disability Access:** Yes
**Area Served:** Hunter Region
**Parent Organisation:** St Philips Christian Education Foundation

Deaf Society of NSW - Newcastle
See Page 70

Delando Corporation Ltd
See Page 76

Early Start Speech Pathology
See Page 50
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<tr>
<th>Service</th>
<th>Address</th>
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<th>Website</th>
<th>Description</th>
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<td>Educational Case Management-Psychologist</td>
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<td>Employment Plus</td>
<td>Ground Floor, 576 Hunter St, Newcastle 2300</td>
<td>4033 4800</td>
<td>02 4033 4825</td>
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<td><a href="http://www.employmentplus.com.au">www.employmentplus.com.au</a></td>
<td>Job Services Australia provider</td>
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<td>4961 0700</td>
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<td><a href="http://www.familyinsight.org.au">www.familyinsight.org.au</a></td>
<td>Family Insight aims to support families with children 0-8 in the Hunter Region. Our programs and services are designed to strengthen family relationships, build community capacity and support local service providers. A Family Worker program operates in the Cessnock Local Government Area including Kurri Kurri and Weston. The program supports families with children 0-8 years of age and families who are expecting a baby to connect with other families and local services. Disability Access: Yes (toilet, ramp, parking)</td>
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</table>

**Service Description:**
The Hunter Outreach Project provides outreach family support, parenting programs and skill development to families living in the lower Hunter Valley. The Family Action Centre (FAC) is a practice, teaching and research centre working with families and communities in all their diverse forms to strengthen family and community wellbeing.

**Hours:** Mon - Thurs 9:00am - 4:30pm

**Fees:** None

**Transport:** Bus or train to University

**Area Served:** Hunter Region

**Parent Organisation:** The Family Action Centre, University of Newcastle
Hunter TAFE - Careers, Counselling and Pathways Service
**Phone:** 4923 7365  **Fax:** 02 4923 7663
Newcastle Campus, Building F, FG39, Maitland Rd, Tighes Hill 2297
**Mail to:** Hunter TAFE, Locked Bag 45, Hunter Region MC 2310
**Email:** hunter.counselling@tafe.nsw.edu.au  
**Web:** hunter.tafensw.edu.au

**Service Description:** Careers Counselling for prospective TAFE students. Careers and Course guidance for existing TAFE students. Educational counselling. Personal counselling related to TAFE Educational barriers. Future students can meet with TAFE Counselors on campuses to explore career options and course choice at Hunter TAFE. Enrolled students can access course planning, career planning, study skills development, job seeking skills, support with educational difficulties and personal issues affecting educational progression.

**Hours:** 8.30am - 5.00pm

**Fees:** Free for current or prospective TAFE students

**Disability Access:** Yes (parking and office access)

**Area Served:** Newcastle

**Parent Organisation:** Hunter TAFE

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Lifeline Newcastle and Hunter
See Page 108

Lifestyle Solutions (AUST) Ltd
See Page 73

McAuley Outreach Service
See Page 54

Men’s Health Services
**Phone:** 0417 772 390
**Mail to:** PO Box 953, HAMILTON 2303
**Email:** greg@menshealthservices.com.au  
**Web:** www.menshealthservices.com.au

**Service Description:** Men’s programs, training for workers with men, men’s health event management, project management and consultancy services.

**Hours:** Mon - Fri 9.00am - 5.00pm

**Fees:** Negotiated

**Area Served:** National

**Mental Health Carers ARAFMI NSW Inc**
See Page 108

**Meredewether Speech Pathology**
See Page 54

Mission Australia Employment Solutions
**Phone:** 4914 3300  **Fax:** 02 4968 9540
121 Maitland Rd, Mayfield 2304
**Email:** supporter@missionaustralia.com.au  
**Web:** www.missionaustralia.com.au

**Service Description:** Job Services Australia

**Hours:** Mon - Fri 9:00am - 5:00pm

**Transport:** Close to public transport and parking.

**Area Served:** Hunter Region

**Parent Organisation:** Mission Australia

**Narcotics Anonymous**
See Page 109

National Disability Coordination Officer (NDCO) - Hunter and Central Coast
See Page 78

**Neami National - Newcastle**
See Page 73

Newcastle and Lake Macquarie Disability Services -
See Page 78

Newcastle Art School
See Page 39
Newcastle Calvary Mater Prostate Cancer Support Group  
**Phone:** 4969 5451  
**Meets at:** Maryland Multipurpose Centre, 207 Maryland Drive, Maryland 2287  
**Mail to:** 176 Tudor St, Hamilton 2303  
**Email:** hunterprostatehelp@gmail.com  
**Web:** www.hunterprostatesupport.org  
**Service Description:** Providing support to the patients, families and carers of men diagnosed with prostate cancer via regular meetings, personal contact and social activities to promote a sense of cohesion and well-being  
**Hours:** Second Tuesday of each month other than January  
**Fees:** Nil  
**Area Served:** Hunter Region  
**Alternative Names:** Hunter Prostate Cancer Support & Awareness Group  
**Parent Organisation:** Prostate Cancer Foundation of Australia

Newcastle School  
**Phone:** 4985 3122  
**Fax:** 02 4985 3121  
**Email:** newcastle-s.school@det.nsw.gov.au  
**Web:** www.newcastle-s.schools.nsw.edu.au/  
**Service Description:** NSW Government Special School  
**Hours:** Mon - Fri 8:30am - 3:00pm (School days)  
**Fees:** $100 per year  
**Disability Access:** Yes  
**Area Served:** Newcastle  
**Parent Organisation:** P&C Association

Newcastle U3A Inc  
See Page 9

NewPsych Psychologists  
See Page 55

Northcott - Hunter New England  
See Page 7

Pacific Clinic Newcastle Sexual Health Service  
See Page 109

ParaQuad - Hunter New England  
See Page 74

Partners in Depression  
**Phone:** 4924 6900  
**Email:** hnelhd-pid@hnehealth.nsw.gov.au  
**Web:** www.partnersindepression.com.au  
**Service Description:** An education and support program for people who love, live with or care for someone experiencing depression. It is an initiative of Hunter Institute of Mental Health, based in Newcastle. Programs are delivered by trained health and community professionals for free throughout Australia. The program focuses on developing knowledge about depression, its treatment and where and how to access services. It aims to improve the coping skills of those caring for someone with depression.  
**Area Served:** National  
**Parent Organisation:** Hunter Institute of Mental Health

Physical Disability Unit TAFE NSW - Hunter Institute  
See Page 71

PsychFocus  
See Page 55

Response Employment and Training  
See Page 78

Response Services Inc  
See Page 41

Rosie's School of Rock  
See Page 78

Salvation Army Moneycare Newcastle  
See Page 9

small TALK Speech Therapy - Hunter  
See Page 56

Speech Moves... Speech Pathology  
See Page 56

St John Ambulance Australia (NSW)  
**Phone:** 4952 8188  
**Fax:** 02 4952 8190  
**Mail to:** PO Box 34, Adamstown 2289  
**Email:** newcastle@stjohnnsw.com.au  
**Web:** www.stjohnnsw.com.au  
**Service Description:** First Aid Training, Kits and Equipment, Restocking, Volunteers  
**Hours:** Mon-Fri 8.00am - 5.00pm  
**Fees:** Various  
**Transport:** Within easy walking distance from Adamstown railway station and bus routes. Parking is available on premises.  
**Area Served:** Hunter Region (including Newcastle and Lake Macquarie)
State Training Services
Phone: 4974 8570  Fax: 02 4925 2139
Level 1/117 Bull St, Newcastle West 2302
Mail to: Locked Bag 542, Newcastle 2300
Email: STS.Newcastle@industry.nsw.gov.au
Web: www.training.nsw.gov.au
Service Description: Vocational and training advisory service for apprentices and trainees
Hours: Mon - Fri 8:30am - 4:30pm
Area Served: Hunter Region; Central Coast
Parent Organisation: NSW Department of Education and Communities

Sunflower Centre - Hunter Region
See Page 79

TAFE Careers and Counselling Service
See Page 110

TAFE Consultant for Hearing Impaired
See Page 79

TAFE NSW Hunter Institute - Newcastle Campus
See Page 79

TAFE Teacher/Consultant Vision - Hamilton Campus
See Page 71

University of Newcastle, AccessAbility
See Page 79

University of the Third Age (U3A), Newcastle
See Page 9

Wandiyali ATSI Inc
See Page 44

WEA Hunter
Phone: 4925 4200  Fax: 02 4929 6845
150 King St, Newcastle 2300
Mail to: PO Box 1791, Newcastle 2300
Email: enquiries@weahunter.com.au
Web: www.weahunter.com.au
Service Description: Adult education. Registered Training Organisation.
Hours: Enquiries Monday - Friday 8:30am - 4:30pm
Fees: Fee paying courses and free courses.
Transport: Close to public transport.
Disability Access: Yes
Area Served: Hunter Region

YWCA Hunter Region Inc
See Page 57

Employment

Access Industries - Newcastle
See Page 38

Break Thru People Solutions
See Page 42

Break Thru People Solutions
See Page 42

Careers Australia Newcastle
See Page 112

Castle Personnel Services Ltd
See Page 75

Centrelink Customer Service Centre - Mayfield
See Page 4

Centrelink Customer Service Centre - Wallsend
See Page 4

Community Youth Development Project
See Page 112

Connectability Australia Inc
See Page 80

Deaf Society of NSW - Newcastle
See Page 70

Delando Corporation Ltd
See Page 76

Department of Human Services - Centrelink
See Page 10

Elermore Vale Men's Shed Inc
See Page 28

Employment Plus
See Page 113

Fair Work Commission - Newcastle
See Page 80
Fair Work Ombudsman - Hunter Region
Phone: 13 13 94
Suite 2, Ground F1, 265 Wharf Rd, Newcastle 2300
Mail to: PO Box 1088, Newcastle 2300
Web: www.fwo.gov.au
Service Description: Compliance Services - investigate claims regarding entitlements in relation to the Fair Work Act, awards/agreement or National Employment Standards. For Assistance with award/agreement enquiries, contact the Fair Work Information Line on 13 13 94.
Hours: Mon-Fri 9:00am-5:00pm
Fees: Nil
Disability Access: Yes (Disabled ramp and paid street parking)
Area Served: Newcastle, Lake Macquarie, Hunter, Upper Hunter; Central Coast; Great Lakes LGA; Hastings LGA;
Parent Organisation: Department Employment and Workplace Relations

HB Rehab
See Page 80

House with No Steps - Hunter Region
See Page 72

Hunter Business Chamber
Phone: 4969 9600  Fax: 02 4969 9620
Block B, 91 Parry St, Newcastle West 2302
Mail to: PO Box 607, HAMILTON 2303
Email: info@hunterbusinesschamber.com.au
Web: www.hunterbusinesschamber.com.au
Service Description: The Hunter Business Chamber is the independent representative organisation for Australia's largest regional business community. The Business Chamber is an advisor, a forum, source of information and a point of access for its members. The Chamber provides a comprehensive range of services to our members, including:* lobbying and advocacy* networking opportunities* advice on issues including workplace relations, business advice and training.The Chamber represents NSW Business Chamber in the Hunter, giving its members access to a range of additional resources.
Hours: Mon.-Fri. 8.30am- 5.00pm
Fees: Membership fees varies, depending on size of the business (see website)
Transport: On Bus routes, 5 minutes walk from Wickham Train Station.
Disability Access: Yes
Area Served: Hunter Region
Alternative Names: HBC

Hunter Workers
Phone: 4929 1162  Fax: 02 4926 1177
1st Floor, 406-408 King St, Newcastle West 2302
Mail to: Suite 1, 406-408 King St, Newcastle West 2302
Email: admin@newtradeshall.com
Web: www.hunterworkers.com.au
Service Description: Peak organisation for Hunter Unions
Hours: Mon - Fri 9:00am - 5:00pm (lunch 1pm-2pm)
Disability Access: Yes
Area Served: Hunter Region

Interact Injury Management - Newcastle
See Page 77

Job Centre Australia
See Page 77

Life Without Barriers (National Office)
See Page 43

Lifeline Newcastle and Hunter
See Page 108

Lifestyle Solutions (AUST) Ltd
See Page 73

Mission Australia Employment Solutions
See Page 114

National Disability Coordination Officer (NDCO) - Hunter and Central Coast
See Page 78

Newcastle and Lake Macquarie Disability Services -
See Page 78

Newcastle Aquatic Physiotherapy
See Page 19

Newcastle District Nursing Service (NDNS)
See Page 20

Newcastle Maritime & Visitor Information Centre
See Page 81

NewPsych Psychologists
See Page 55

Northcott - Hunter New England
See Page 7

NU Moves Physiotherapy
See Page 69

Rachel Morris, Occupational Therapist
See Page 81

Rebound Physiotherapy P/L
See Page 20
Regent Street Physiotherapy  
See Page 81

Response Employment and Training  
See Page 78

Response Services Inc  
See Page 41

Rosamaria Coster Occupational Therapy - Associates  
See Page 81

Rotary Club of Waratah  
Phone: 4968 4411  Fax: 02 4968 4689  
Memories Function Ctr., 3 Charles St, Wallsend 2287  
Mail to: PO Box 57, WARATAH 2298  
Email: madeleineatkins@bigpond.com  
Web: portal.clubrunner.ca/10174  
Service Description: The Rotary Club of Waratah serves the community in the Waratah, Georgetown and Lambton areas. Rotarians give 'Service Above Self' every day.  
Hours: Every Monday at 6.15pm  
Disability Access: Yes  
Area Served: Newcastle LGA  
Parent Organisation: Rotary International

SafeWork New South Wales  
Phone: 4921 2900  Fax: 02 4940 8558  
Level 1, Suite C, Cnr Fitzroy and Cowper St, Carrington 2294  
Mail to: PO Box 2186, Dangar 2309  
Email: contact@sira.nsw.gov.au  
Web: www.safework.nsw.gov.au  
Service Description: SafeWork New South Wales regional office  
Hours: Mon - Fri 8:30am - 4:30pm  
Disability Access: Yes  
Area Served: Hunter Region

Salvation Army Moneycare Newcastle  
See Page 9

Samaritans  
See Page 56

Sport & Spine Physiotherapy  
See Page 82

State Training Services  
See Page 116

The Business Centre (Newcastle Region)  
Phone: 4925 7700  Fax: 02 4925 2570  
265 King St, Newcastle 2300  
Email: info@businesscentre.com.au  
Web: www.businesscentre.com.au  
Service Description: The Business Centre offers a range of services dedicated to increasing the growth and sustainability of small to medium business. Our team will guide you through our programs and workshops, provide action plans for direction and support measurable outcomes. We can provide you with a range of no cost/ low cost business services - advice, mentoring programs, workshops and training.  
Hours: 9.00am - 5.00pm, Mon - Fri  
Fees: No cost / low cost  
Transport: Close to all major public transport routes  
Disability Access: Yes (Level access from street)  
Languages spoken: Interpreter Services Available  
Area Served: Hunter Region

Financial Assistance  

Ageing, Disability & Home Care - Hunter  
See Page 3

AI-Anon Family Groups  
See Page 46

Awabakal Aboriginal Medical Centre  
See Page 10

BaptistCare - Hunter Home Services  
See Page 10

Calvary Community Care  
See Page 3

CatholicCare Social Services Hunter-Manning  
See Page 47

CatholicCare Young Adult Services  
See Page 103

Centrelink Customer Service Centre - Mayfield  
See Page 4

Centrelink Customer Service Centre - Wallsend  
See Page 4
Chamber Registrar
**Phone:** 4921 2200  **Fax:** 02 4921 2222
Court House, Church St, Newcastle 2300
**Mail to:** PO Box 388, Newcastle 2300
**Email:** local_court_newcastle@agd.nsw.gov.au
**Web:** www.lawlink.nsw.gov.au
**Service Description:** Provides legal information for the general community and financially disadvantaged people. Access to Legal Aid, Probation and Parole, Court Chaplain
**Hours:** Mon - Fri 9:30am - 4:30pm
**Fees:** No fee for interview, other court issue fees may apply
**Transport:** Bus & Train available
**Disability Access:** Yes (Ramp, hearing loop in Court)
**Languages spoken:** Telephone interpreter available
**Area Served:** Hunter Region
**Parent Organisation:** Department of Justice and Attorney General

Child Protection Helpline
**Phone:** 132 111  **Fax:** 02 9633 7666
**Web:** www.community.nsw.gov.au
**Service Description:** Telephone number to report suspected child abuse or neglect. Anyone who suspects, on reasonable grounds, that a child or young person is at risk of being neglected or physically, sexually or emotionally abused, should report it to Community Services.
**Hours:** 24 hours
**Area Served:** NSW
**Parent Organisation:** NSW Department of Family and Community Services (FACS)

Communicating Kids
See Page 49

Community Engagement Officers (Centrelink)
See Page 5

Community Housing Office
See Page 5

Community Options Unit Hunter/New England
See Page 10

Connectability Australia Inc
See Page 80

Criminal Justice Support Network (CJSN)
See Page 82

Cystic Fibrosis NSW - Newcastle and Hunter
See Page 50

Dads in Distress (DIDs) - Newcastle
See Page 107

Deaf Society of NSW - Newcastle
See Page 70

Department of Human Services - Centrelink
See Page 10

Dial-An-Angel P/L - Newcastle
See Page 11

Educational Case Management-Psychologist
See Page 50

Families Supporting Families Inc
See Page 83

Family Insight
See Page 113

Family Support Newcastle
See Page 51

Firstchance Inc
See Page 52

Headstart Acquired Brain Injury Service
See Page 77

Housing NSW - Newcastle Tenancy and Access Teams
See Page 73

Hunter Child Protection Counselling Service
See Page 52

Hunter Community Legal Centre Inc
**Phone:** 4040 9120, 1800 650 073 (Freecall)
**Fax:** 02 4929 7966
Mail to: PO Box 84, Newcastle 2300
**Email:** Hunter_NSW@clc.net.au
**Web:** www.hunterclc.com.au
**Service Description:** Provides free legal advice by telephone to people who live, work, or study in Newcastle, Lake Macquarie, Port Stephens, Great Lakes and Hunter Regions. Telephone service operates: Monday 10-12pm, Wednesday 2-4pm, Friday 10-12pm.
**Hours:** The centre is open 9am-5pm Monday to Friday.
**Fees:** None
**Disability Access:** Yes (Lift for wheelchair access)
**Area Served:** Hunter Region

Hunter Equipment Service HNELHD
See Page 83

IFFA (Induction for Fetal Abnormality) Support Group
See Page 53

Lifeline Newcastle and Hunter
See Page 108
Newcastle Community Directory

General Services

Mercy Services - Brighter Futures for Children and Families
See Page 11

Mercy Services - Elermore Vale
See Page 6

Mercy Services - Hunter
See Page 6

Newcastle and Lake Macquarie Disability Services -
See Page 78

Newcastle Multiple Birth Club Inc
See Page 54

Newcastle No Interest Loans Scheme (NILS)
Phone: 4032 3583  Fax: 02 4962 5677
Mail to: PO Box 817, Hamilton 2303
Email: newcastlenils@vinnies.org.au
Web: nils.com.au
Service Description: Newcastle NILS provides interest free loans for people on low income for the purchase of essential household items such as whitegoods and furniture. Any person that holds a health care or pension card is eligible to apply. There are no fees or charges with the loans.
Hours: Mon 8.30-4.30 Tues 8.30-4.30
Fees: Nil
Transport: Free parking. Bus stops next to service.
Disability Access: Yes
Languages spoken: English
Area Served: Newcastle Local Government Area
Parent Organisation: St Vincent de Paul

Newcastle Taxis
See Page 83

Novacare Community Services Ltd
See Page 11

OzHarvest Newcastle
Phone: 4940 0767  Fax: 02 4961 1424
7/50 Clyde St, Hamilton North 2292
Mail to: PO Box 1014, Georgetown 2298
Email: newcastle.info@ozharvest.org
Web: www.ozharvest.org
Service Description: OzHarvest Newcastle is a not-for-profit, non-denominational organisation that rescues excess food from supermarkets, clubs, hotels and food outlets to help feed people at risk. Since our launch in February 2010, OzHarvest Newcastle has made a significant social and environmental impact by rescuing thousands of kilograms of perfectly good food and delivering it to charities that assist the vulnerable. As Newcastle’s only perishable food rescue organisation, our impact is two fold. OzHarvest Newcastle not only assists charities with food security, we also ensure thousands of kilograms of food is eaten rather than sent to landfill. OzHarvest Newcastle is a simple, practical and effective service and is provided free of charge to both food donors and recipient agencies.
Hours: Mon-Fri 8.30am to 5pm. Outside these hours by arrangement.
Area Served: Hunter Region
Alternative Names: Oz Harvest Newcastle

Ronald McDonald House - Newcastle
See Page 43

SafeWork New South Wales
See Page 118

Salvation Army Moneycare Newcastle
See Page 9

Samaritans Enhanced Living Options - Hunter, Central Coast & Manning Regions
See Page 43

Samaritans
See Page 11

Samaritans
See Page 56

small TALK Speech Therapy - Hunter
See Page 56

Soul Cafe
See Page 7

Spectrum Paediatric Occupational Therapy Service (SPOTS)
See Page 46

Speech Moves... Speech Pathology
See Page 56

prepared July 2017
St Vincent de Paul Society (Maitland - Newcastle Diocese)
See Page 110

The Community Kitchen Merewether
See Page 12

The University of Newcastle Legal Centre
Phone: 4921 8666  Fax: 02 4921 8866
Level 2 University House, 300 King St, Newcastle 2300
Email: legalcentre@newcastle.edu.au
Web: www.newcastle.edu.au/school/law/unlc/
Service Description: A community centre offering free legal advice in many matters including debt, family law, criminal law, victims compensation, employment, discrimination, wills, powers of attorney, motor vehicle accidents, tenancy, fair trading, mental health, Centrelink and public interest matters. You will first be seen by senior law students who will listen to your problem, then you will speak to a lawyer. We may be able to take on your case and provide you with ongoing representation if your matter meets certain selection criteria. We can also help with referring you to other legal services. You can drop in on free legal advice on Wednesday between 9am - 11.30am during University semesters. You can also make an appointment for free legal advice on Wednesday evenings. Please phone us before dropping in or to make an appointment on 02 4921 8666
Hours: Drop in Wednesday 9am-11.30am. Wed evening appointments.
Fees: Nil
Area Served: Hunter Region
Parent Organisation: University of Newcastle
Tinonee Haven
See Page 74

Variety - The Children's Charity
See Page 84

WallSEND Area Community Carers Inc (WACCI)
See Page 12

Wesley Mission McKenzie Centre
See Page 110

Wheeling and Able
See Page 44

Legal

Anti-Discrimination Board of NSW - Newcastle
See Page 8

Chamber Registrar
See Page 119

Children's Court
Phone: 4915 5200  Fax: 02 4915 5201
19-23 Lambton Rd, Broadmeadow 2292
Mail to: PO Box 148, Broadmeadow 2292
Email: cc-broadmeadow@justice.nsw.gov.au
Service Description: Monday & #8203; Police CAN list, AVO, DPP list. & #8203; Tuesday & #8203; Care and criminal hearings. & #8203; Wednesday & #8203; Care and criminal hearings. & #8203; Thursday & #8203; Care list and schooling matters. & #8203; Friday & #8203; Hearings
Hours: Mon-Fri 9:00am-1:00pm 2:00pm-4:00pm
Fees: nil
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: Department of Justice and Attorney General
Community Disability Alliance Hunter (CDAH)
See Page 92

Court Liaison Service
See Page 86

Criminal Justice Support Network (CJSN)
See Page 82

Department of Attorney General and Justice
Phone: 4921 2200  Fax: 02 4921 2222
343 Hunter St, Newcastle 2300
Mail to: PO Box 388, Newcastle 2300
Email: local_court_newcastle@agd.nsw.gov.au
Web: www.lawlink.nsw.gov.au
Service Description: Oversight of NSW Local Courts, District Court, Coroners Court, Chamber Registrar and Sheriff's Office.
Hours: Mon - Fri 9:00am - 4:30pm to public,
Disability Access: Yes (Limited lifts, Info Red, TTY 4921 2284)
Area Served: Hunter Region

Fair Work Commission - Newcastle
See Page 80

Fair Work Ombudsman - Hunter Region
See Page 117

Family Law Courts - Newcastle Registry
See Page 17

HB Rehab
See Page 80

Hunter Community Legal Centre Inc
See Page 119
Industrial Relations Commission
**Phone:** 4926 3833  **Fax:** 02 4926 4032
237 Wharf Rd, Newcastle 2300
**Mail to:** PO Box 805, NEWCASTLE 2300
**Email:** irc_client_services@agd.nsw.gov.au
**Web:** www.lawlink.nsw.gov.au/irc

**Service Description:** The NSW Industrial Relations Commission is the court which hears matters relating to the workplace. The role of the Commission is to regulate workplace affairs in NSW. The Commission conciliates and arbitrates to resolve industrial disputes, sets conditions of employment and fixes wages and salaries by making industrial awards, approves enterprise agreements and decides claims of unfair dismissal.

**Hours:** Mon - Fri 9:00am - 4:00pm
**Area Served:** Hunter Region
**Parent Organisation:** NSW Department of Attorney General & Justice

Intellectual Disability Rights Service - Hunter Office
See Page 93

NewPsych Psychologists
See Page 55

NSW Trustee and Guardian
**Phone:** 4926 4000  **Fax:** 02 8083 9283
158 King St, Newcastle 2300
**Mail to:** PO Box 660, Newcastle 2300
**Email:** tagnewcastle@tag.nsw.gov.au
**Web:** www.tag.nsw.gov.au

**Service Description:** NSW Trustee & Guardian provides professional and independent trustee services: writing wills, acting as Executor in deceased estates, administering trusts and Powers of Attorney. Financial Management Services are also provided.

**Hours:** Mon - Fri 9:00am - 5:00pm
**Disability Access:** No (Wheelchair Access)
**Area Served:** Hunter Region
**Parent Organisation:** Department Attorney General & Justice

NU Moves Physiotherapy
See Page 69

SafeWork New South Wales
See Page 118

The University of Newcastle Legal Centre
See Page 121
## Health Services

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<th>Service</th>
<th>Location</th>
<th>Contact Information</th>
<th>Description</th>
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<tr>
<td>621 Hunter Street Health Centre</td>
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<td>ACON - Islington</td>
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<td>Ageing, Disability &amp; Home Care - Hunter</td>
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<td>Al-Anon Family Groups</td>
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<td>Alzheimer's Australia NSW - Hunter</td>
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<td>Amber-Jayne Stirling</td>
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<td>Amputee &amp; Associates Newcastle &amp; Northern Region Inc.</td>
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<td>APC Prosthetics (Hunter)</td>
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<td>Australian Addisons Disease Association Inc</td>
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<td>Australian Hearing</td>
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<td>Australian Unity Home Care - Newcastle Branch</td>
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<td>Autism Understanding Pty Ltd</td>
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<td>Autoimmune Resource and Research Centre (ARRC)</td>
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<td>Awabakal Aboriginal Medical Centre</td>
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<td>BaptistCare Community Centre</td>
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<td>BaptistCare Warabrook Centre</td>
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<td>Beresfield Community Health Services</td>
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<td>Better Hearing Australia Inc (BHA) - Newcastle</td>
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<td>Break Thru People Solutions</td>
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<td>Brighton House (Mercy Services)</td>
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<td>Breast Cancer Institute of Australia</td>
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<td>Bright Buttons Speech Pathology</td>
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<td>Phone: 4927 5265 32 Union St, Tighes Hill 2297 Email: <a href="mailto:office@mercyServices.org.au">office@mercyServices.org.au</a> Web: mercyServices.org.au Service Description: Brighton House offers up to 12 months accommodation to men who have completed a period of abstinence (usually in a rehabilitation program) and are ready to take responsibility for their own recovery. It offers a chance to sustain and enjoy a drug free lifestyle in a supportive and friendly environment. The House lifestyle requires commitment to a 12-Step program of recovery which incorporates N.A. or A.A. meetings. The house can accommodate up to five men at any one time. Fees: Rent is charged at Public Housing rates Transport: No transport assistance available Disability Access: No Area Served: Hunter Region Parent Organisation: Mercy Services</td>
</tr>
<tr>
<td>Calvary Community Care - St Lukes Social Centre Day Respite Care</td>
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<tr>
<td>Calvary Community Care</td>
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<td>Calvary Mater Newcastle Hospital</td>
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<td>Calvary Mater Newcastle Palliative Care Service</td>
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<td>Calvary St Joseph's Retirement Community</td>
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<tr>
<td>Cancer Council Kotara Shop</td>
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</tbody>
</table>

prepared July 2017
Community relations commission for a multicultural NSW (Newcastle regional office)

**Phone:** 4929 7369  **Fax:** 02 4929 7369  
Ground Floor Government Office Block, 117 Bull St, Newcastle 2300  
**Web:** www.crc.nsw.gov.au  

**Service Description:** The community relations commission for a multicultural NSW (CRC) promotes community harmony and social cohesion. It is the lead agency for implementing the policy and legislative framework to support multiculturalism in NSW. Since that time, the CRC, as an independent statutory authority, has successfully advised Government on the state of community relations within multicultural NSW. Through its engagement with diverse communities, public sector agencies, non-government service providers, and the private sector, the CRC is the central point for raising and resolving issues that affect community harmony and social cohesion. The CRC’s has 75 full time equivalent positions and approximately 630 casual employees who provide interpreting and translation services.  

**Hours:** Mon - Fri 9:00am - 4:30pm  
**Fees:** Depends on service required  
**Disability Access:** Yes (Ramps)  
**Languages spoken:** All  
**Area Served:** Hunter Region; Central Coast  

Community Restorative Centre - Hunter  
See Page 107  

Community Stroke Team  
See Page 14  

ConnectAbility Australia Inc - Adolescent and Family Counselling  
See Page 49  

Court Liaison Service  
See Page 86  

Craig Edward Moore - Counselling  
See Page 107  

CreatAbility NSW  
See Page 49  

Cure HHT  
See Page 49  

Cystic Fibrosis NSW - Newcastle and Hunter  
See Page 50  

Cystic Fibrosis NSW Newcastle/Hunter Branch  
See Page 50
Dads in Distress (DIDs) - Newcastle  
See Page 107

DALE (Young Parents' School)  
See Page 112

Delando Corporation Ltd  
See Page 76

Diabetes Support Group  
See Page 86

Disability Advocacy NSW  
See Page 86

Dr M Manku, Ophthalmologist  
See Page 50

Early Start Speech Pathology  
See Page 50

ECC Greek Holy Apostles Seniors Health and Wellness Centre  
See Page 14

ECC Greek Seniors Health and Wellness Centre  
See Page 15

ECC Italian Seniors Health and Wellness Centre  
See Page 15

ECC Macedonian Seniors Health and Wellness Centre  
See Page 16

ECC Multicultural Friendship Group  
See Page 16

Educational Case Management-Psychologist  
See Page 50

envision Coaching & Psychology  
See Page 51

Epilepsy Support Group of Newcastle  
**Meets at:** Wallsend Diggers, 5 Tyrrell St, Wallsend 2287  
**Mail to:** PO Box 275, Mayfield 2304  
**Email:** epilepsy_au@yahoo.com.au  
**Web:** www.epilepsynewcastle.4mg.com  
**Service Description:** The support group provides a place to meet, talk and give support to people with epilepsy, their family friends and caregivers. Luncheons are held every second month between midday and 2pm. For details of days please contact the support group by email or find us on facebook under ‘Epilepsy Support Group of Newcastle’.  
**Hours:** Bi-monthly, 12pm - 2pm  
**Disability Access:** Yes  
**Area Served:** Newcastle; Hunter Region

Ethnic Communities Council of Newcastle and Hunter Region Inc  
See Page 68

Ethnic Neighbour Aid Project (ENAP)  
See Page 16

Everyday Independence  
See Page 45

Family Law Courts - Newcastle Registry  
See Page 17

Family Planning NSW Talkline (FPNSW)  
See Page 108

Family Planning NSW  
See Page 51

Family Support Newcastle  
See Page 51

Fiona Wood Speech Pathology Services  
See Page 51

First Steps Parenting Centre (HNEPH)  
See Page 51

Firstchance Inc  
See Page 52

Flourish Australia – Newcastle  
See Page 76

Guide Dogs NSW / ACT - Hunter, Central Coast  
See Page 8

HB Rehab  
See Page 80

Headstart Acquired Brain Injury Service  
See Page 77

Heart Foundation - Newcastle Branch  
See Page 9

HIV/AIDS, Hepatitis C & Sexual Health Programs, HNELHD  
**Phone:** 4924 6373  
**Fax:** 02 4924 6490  
**Wallsend Health Services Longworth Ave, Wallsend 2287  
**Mail to:** Locked Mail Bag 10, Wallsend 2287  
**Email:** karen.nairn@hnehealth.nsw.gov.au  
**Web:** Pacificclinic.org.au  
**Service Description:** Services focusing on HIV/AIDS, Hepatitis C, Sexual Health prevention, treatment and management.  
**Hours:** Mon - Fri 8.30am - 5:00pm  
**Area Served:** Hunter Region

Hunters / New England Mental Health Consumer Unit  
See Page 87
Hunter Brain Injury Respite Options (HBIRO)
See Page 52

Hunter Brain Injury Service (HBIS)
See Page 73

Hunter Child Protection Counselling Service
See Page 52

Hunter Genetics
See Page 52

Hunter Institute of Mental Health
See Page 77

Hunter Integrated Pain Service (HIPS)
**Phone:** 4922 3435  **Fax:** 02 4985 5045
John Hunter Hospital, Lookout Rd, New Lambton Heights 2305
**Mail to:** Locked Bag 1, Hunter Region MC 2310
**Email:** hnelhd-hips@hnehhshealth.nsw.gov.au
**Web:** www.hnehhshealth.nsw.gov.au/pain
**Service Description:** Medical referral required
**Hours:** Mon - Fri 8:00am - 4:30pm
**Area Served:** Hunter Region

Hunter Multicultural Respite Services
See Page 17

Hunter New England Health, Podiatry and Footcare Services
See Page 17

Hunter New England Local Health District
See Page 17

Hunter Prosthetics and Orthotics Service
See Page 17

Hunter Spinal Cord Injury Service (SCIS)
See Page 87

Hunter Valley Branch Laryngectomee Association of NSW
See Page 87

Hunter Valley Private Hospital
See Page 53

Iffa (Induction for Fetal Abnormality) Support Group
See Page 53

In the Circle of Life
**Phone:** 4955 5188
18 Denison St, Mayfield 2304
**Mail to:** PO Box 60, Jesmond 2299
**Email:** emekanu1@yahoo.com
**Service Description:** Challenging racism and discrimination through workshops and hospitality for refugees and asylum seekers. Sustainable Living and Hydroponic/Aquaponic theory and commercial practice. Community Land Trust projects. Craft and construction projects for refugee men and women. Advocacy for their rights and cultural exchange in community events.
**Hours:** Monday to Thursday 9.30 to 3.30 or by appointment
**Fees:** $2 per annum
**Transport:** Close to trains and buses
**Disability Access:** Yes (Ramp access to all facilities)
**Languages spoken:** Arabic, Swahili, Fasi, Dari, Pashtu, Lingala, English
**Area Served:** Hunter Region
**Parent Organisation:** In the Circle of Life Inc.
Let's Eat Paediatric Speech Pathology - Valerie Gent
See Page 45

Leukaemia Foundation
See Page 6

Life Without Barriers (National Office)
See Page 43

Lifeline Newcastle and Hunter
See Page 108

Little Star Speech Therapy
See Page 54

Matthew Talbot Homeless Services
See Page 104

McAuley Outreach Service
See Page 54

Men's Health Services
See Page 114

Mental Health Carers ARAFMI NSW Inc
See Page 108

Mental Health Substance Use Service - McAuley Centre, Mater Hospital
See Page 88

Mercy Services - Brighter Futures for Children and Families
See Page 11

Mercy Services - Hunter
See Page 6

Merewether Allsorts - Community Activities Centre
See Page 19

Merewether Speech Pathology
See Page 54

Mission Australia - Newcastle
See Page 109

MVB Psychology and Consultancy Services
See Page 89

Narcotics Anonymous
See Page 109

National Home Doctors Service
See Page 89

Neami National - Newcastle
See Page 73

Newcastle Aquatic Physiotherapy
See Page 19

Newcastle Calvary Mater Prostate Cancer Support Group
See Page 115

Newcastle Consultant Speech Pathologists
See Page 19

Newcastle Diabetes Support Group
See Page 89

Newcastle Dietetics
See Page 20

Newcastle District Nursing Service (NDNS)
See Page 20

Newcastle Multiple Birth Club Inc
See Page 54

Newcastle Temporary Care Ltd - Home Support Physiotherapy
See Page 45

NewPsych Psychologists
See Page 55

Northcott - Hunter New England
See Page 7

Nova for Women and Children
Phone: 4023 5620 Fax: 02 4023 5664
Mail to: PO Box 2080, Dangar 2309
Email: nova@novawomen.org.au
Web: www.novawomen.org.au
Service Description: Assistance for women in Newcastle Western Suburbs and East/West Lake Macquarie who are homeless or at risk of homelessness to secure or sustain stable accommodation. Access to Crisis and Transitional supported accommodation.
Hours: Mon-Fri 8.30am-4.30pm
Fees: Rebated rent when accommodated
Languages spoken: English
Area Served: Lower Hunter
Alternative Names: Eva's Project Inc; Lower Hunter Womens Housing

Novacare Community Services Ltd
See Page 11

NU Moves Physiotherapy
See Page 69

Pacific Clinic Newcastle Sexual Health Service
See Page 109

ParaQuad - Hunter New England
See Page 74

Parkinson's Syndrome Support Group
See Page 89
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<td>Paul Spencer Consulting P/L</td>
<td>St Vincent de Paul Society (Maitland - Newcastle Diocese)</td>
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<td>PsychFocus</td>
<td>STARTTTS</td>
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<tr>
<td>See Page 55</td>
<td>Phone: 4923 7194  Fax: 02 4923 7190</td>
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<tr>
<td>Rachel Morris, Occupational Therapist</td>
<td>Longsworth Ave, Wallsend 2287</td>
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<tr>
<td>See Page 81</td>
<td>Service Description: Cutting edge psychological treatment and support to help people heal the scars of torture and refugee trauma and rebuild their lives.</td>
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<td>Rosamaria Coster Occupational Therapy Associates</td>
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<td>The Hunter Dementia and Memory Resource Centre</td>
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<td>The Mission to Seafarers Newcastle Inc.</td>
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<td>The Salvation Army, Oasis Youth Network Hunter</td>
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<tr>
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<td>Total Podiatry Solutions P/L</td>
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<tr>
<td>small TALK Speech Therapy - Hunter</td>
<td>Unifam Counselling and Mediation Service</td>
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<td>Special Needs Dentistry</td>
<td>Vision Australia - Hunter</td>
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<tr>
<td>Spectrum Paediatric Occupational Therapy Service (SPOTS)</td>
<td>Wandiyali ATSI Inc</td>
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<tr>
<td>Speech Moves... Speech Pathology</td>
<td></td>
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</table>
Wesley Mission McKenzie Centre  
See Page 110

Western Newcastle Community Health Centre  
**Phone:** 4924 2590  **Fax:** 02 4924 6101
15 Nash St, Wallsend 2287
**Web:** [www.hnehealth.nsw.gov.au](http://www.hnehealth.nsw.gov.au)

**Service Description:** The following services are housed at West Newcastle Community Health Services: Aged care assessment team; Continence clinic; Dementia clinical nurse consultant; Drug and alcohol counselling; Footcare clinic; Home nursing service; Nutrition with dietician; Physiotherapy for house bound clients; Psychology; Social work; Speech pathology; Nurse practitioner

**Hours:** Mon - Fri 8:00am - 5:00pm

**Transport:** Disabled parking available opposite building – in front of dental unit.

**Disability Access:** Yes (Wheelchair access via ramp at front of building.)

**Languages spoken:** Interpreter available

**Area Served:** Hunter Region

**Parent Organisation:** Hunter New England Health

Wheeling and Able  
See Page 44

Woodlands Lodge Aged Care Facility (United Protestants Association)  
See Page 7

Workplace Physiotherapy and Injury Management  
See Page 57

Youth Direct  
See Page 110

YWCA Hunter Region Inc  
See Page 57
Indigenous Services

Ability Links - St Vincent de Paul Society
See Page 91

Aboriginal Gambling Counselling Support
Service Newcastle
**Phone:** 4033 4941
1 / 239 King St, Newcastle 2300
**Email:** theobaldr@missionaustralia.com.au
**Service Description:** Free confidential, non-judgemental counselling support for Aboriginal people and their families concerned about their gambling.
**Hours:** 8.30am - 4.30pm Mon-Fri
**Area Served:** Newcastle

Australian Red Cross - Telecross Service
See Page 22

Awabakal Aboriginal Medical Centre
See Page 10

Break Thru People Solutions
See Page 42

Break Thru People Solutions
See Page 42

Centrelink Customer Service Centre - Mayfield
See Page 4

Centrelink Customer Service Centre - Wallsend
See Page 4

Child and Adolescent Mental Health Service - Newcastle
See Page 47

Community Engagement Officers (Centrelink)
See Page 5

Community Housing Office
See Page 5

Department of Human Services - Centrelink
See Page 10

Ethnic Communities Council of Newcastle and Hunter Region Inc
See Page 68

Fair Work Commission - Newcastle
See Page 80

Hunter Medical Research Institute
See Page 32

Hunter Tenants Advice & Advocacy Service
See Page 5

Job Centre Australia
See Page 77

Joy Cummings Centre Family Support
Newcastle
See Page 32

Life Without Barriers (National Office)
See Page 43

Merewether Allsorts - Community Activities Centre
See Page 19

Merewether Surf Life Saving Club Inc
See Page 28

Newcastle Junior Rugby League Association
**Phone:** 0466 780 819
**Mail to:** PO Box 292, Waratah 2298
**Email:** secretary@njrla.com.au
**Web:** www.njrla.com.au
**Service Description:** Junior Rugby League (ages from 6 - 18 years)
**Area Served:** Newcastle

Newcastle Temporary Care Ltd - Home Support Physiotherapy
See Page 45

Newcastle Video Moviemakers Inc
See Page 29

Northern NSW Aboriginal Tenants Advice & Advocacy Service
See Page 104

Soul Cafe
See Page 7

St Luke's Wallsend Day Care Centre
See Page 27

Telecross
See Page 33

The Community Kitchen Merewether
See Page 12

The Royal Society for the Blind
See Page 21
Wandiyali ATSI Inc  
See Page 44

Warlga Ngarra Women and Children's Refuge  
See Page 44

Wesley Mission Oasis Drop-In Centre  
See Page 7
Men Services

2322 Mens Shed
Phone: 0459 436 340
Meets at: 2 Allendale St, Beresfield 2322
Email: mensshed2322@hotmail.com
Web: 2322-mens-shed.com
Service Description: 1) The objects of the Shed are to advance the health and well-being of our members by providing a safe and happy environment where skilled and unskilled men can, in the company of other men(a) Pursue hobbies, pastimes and interests(b) Learn new skills, practice and pass on old skills(c) Learn about their own and other men’s health and well-being(d) By their efforts, contribute to their families, their friends, the Shed and their community(e) Mentor younger men
Area Served: Newcastle
Alternative Names: Beresfield Mens Shed

Free Mens Haircuts
Newcastle Campus TAFE, Block C Top Flr, Salon 6, Newcastle 2300
Service Description: Free Mens' Haircuts
Hours: Tuesdays 2pm - 6pm
Area Served: Newcastle
Alternative Names: Haircuts for men FREE

HIV/AIDS, Hepatitis C & Sexual Health Programs, HNELHD
See Page 125

Hunter Medical Research Institute
See Page 32

Hunter Tenants Advice & Advocacy Service
See Page 5

Joy Cummings Centre Family Support
Newcastle
See Page 32

Karumah
See Page 18

Matthew Talbot Homeless Services
See Page 104

Mayfield Senior Citizens Association
Phone: 4967 5371
Meets at: Mayfield Senior Citizens Centre, 102 Hanbury St, Mayfield 2304
Service Description: Indoor bowls, line dancing, cards, craft and tai chi for over 50s.
Hours: Activities Mon - Sat various times
Fees: $8.00
Transport: Bus stop nearby
Disability Access: Yes (ramp for wheelchairs)
Area Served: Hunter Region

Men's Health Services
See Page 114

Merewether Allsorts - Community Activities Centre
See Page 19

Merewether Surf Life Saving Club Inc
See Page 28

Narcotics Anonymous
See Page 109

Newcastle Calvary Mater Prostate Cancer Support Group
See Page 115
Newcastle Men's Hockey Association
Phone: 4952 8899
Mail to: PO Box 13, New Lambton 2305
Email: ndwhs@newcastlehockey.com.au
Web: www.ndwha.com.au
Service Description: Newcastle Men's Hockey Association manages Junior Boys and Senior Men's Hockey throughout the Newcastle, Lake Macquarie and Port Stephens areas.
Area Served: Newcastle LGA

Newcastle Multiple Birth Club Inc
See Page 54

Newcastle National Park Croquet Club
Phone: 4969 2268
25 National Park St, Hamilton 2303
Mail to: PO Box 2052, Dangar 2309
Email: croquetnewcastle@gmail.com
Web: newcastlenationalparkcroquetclub.wordpress.com
Service Description: Croquet Club open to everyone wishing to play the exciting game of croquet.
Hours: 5 days per week
Fees: $157.00 per annum
Transport: Bus route, public parking available
Area Served: Newcastle
Parent Organisation: Croquet New South Wales

Newcastle Video Moviemakers Inc
See Page 29

Novatones
Phone: 4948 8476
St Therese's Primary School Hall, New Lambton 2305
Email: novatonesharmony@gmail.com
Service Description: NOVATONES Harmony Chorus is a men's harmony singing group based in the Newcastle area. Experience in high performance Acapella singing (singing without instrumental sound) and part of the Barbership world-wide movement.
Hours: 7.15pm - 9.30pm Thursday nights
Area Served: Newcastle

Red Nose
See Page 56

Rhee Taekwondo
Phone: 0418 682 228
St Joseph's Hall, Union St, The Junction 2291
Mail to: PO Box 169, The Junction 2291
Email: tex1@hunterlink.net.au
Web: www.rhee-tkd.net
Service Description: Anyone at all can learn, enjoy and reap the benefits of Rhee Tae Kwon Do, male or female, large or small, strong or weak, young or old and no prior knowledge of martial arts is required.
Hours: Monday - Thursday 5.45pm - 7.15pm
Area Served: Hunter Region

SafeWork New South Wales
See Page 118

Samaritans
See Page 11

St Luke's Wallsend Day Care Centre
See Page 27

The Community Kitchen Merewether
See Page 12

The Mission to Seafarers Newcastle Inc.
See Page 110

The Mobile Shiatsu Clinic
See Page 21

Veterans and Veterans Families Counselling Service
See Page 34

Wanderers Rugby Football Club
Phone: 4929 2272
WRFC Club Room (No 2 Sportsground), Smith St, Newcastle West 2302
Mail to: PO Box 519, Newcastle 2300
Email: secretary@wanderersrugby.com.au
Web: www.wanderersrugby.com.au
Service Description: Training ground: Regular season – No.2 Sportsground, Parry Street, Newcastle. Pre-season – No.5 Sportground, Smith Street, Newcastle. Teams: Senior (over 18) men's and women's teams; Junior teams U7 to U18
Hours: Training Times: Tue 4.30pm – 6.30pm ; Wed and Thu 6.00pm – 8.00pm
Transport: Close to Bus
Area Served: Newcastle, Lake Macquarie, Maitland, Port Stephens, Cessnock
Parent Organisation: Newcastle and Hunter Rugby Union Ltd
Waratah Male Voice Choir

**Phone:** 4952 1369  
Jesmond Uniting Church Hall, Jesmond 2299  
**Email:** waratahmvchoir@gmail.com  
**Web:** www.waratahmvc.org.au  

**Service Description:** The Waratah male voice choir originated in 1956. It consisted of a group of men who liked to sing and looked to entertain residents of Aged Care Establishments. The Choir visits Aged care homes most weeks of the year and the performances consist of songs from broadway shows, operas, Hymns and solo performances. The choir also participates in concerts with other choirs throughout the year to raise funds for charities. We would welcome any male who likes to sing and can hold a tune to join our choir.

**Hours:** Thursday Evenings 7pm to 9pm  
**Area Served:** Newcastle

Wesley Mission Oasis Drop-In Centre  
See Page 7

Workplace Physiotherapy and Injury Management  
See Page 57
Multicultural and CALD Services

Ability Links - St Vincent de Paul Society
See Page 91

Ability Links - St Vincent de Paul Society
See Page 91

Break Thru People Solutions
See Page 42

Break Thru People Solutions
See Page 42

Centrelink Customer Service Centre -
Mayfield
See Page 4

Centrelink Customer Service Centre -
Wallsend
See Page 4

Community Engagement Officers
(Centrelink)
See Page 5

Community Housing Office
See Page 5

Community Options Unit Hunter/New
England
See Page 10

Community Relations Commission for a
Multicultural NSW (Newcastle Regional
Office)
See Page 124

Ethnic Communities Council of Newcastle
and Hunter Region Inc
See Page 68

Family Law Courts - Newcastle Registry
See Page 17

Hunter Medical Research Institute
See Page 32

Hunter Multicultural Respite Services
See Page 17

Hunter Tenants Advice & Advocacy Service
See Page 5

Jesmond Early Education Centre Inc
See Page 59

Jesmond Neighbourhood Centre
See Page 18

Job Centre Australia
See Page 77

Joy Cummings Centre Family Support
Newcastle
See Page 32

MDAA - Newcastle
See Page 99

Merewether Allsorts - Community Activities
Centre
See Page 19

Merewether Surf Life Saving Club Inc
See Page 28

Multicultural Neighbourhood Centre
Phone: 4965 5291
3 Illalung Rd, Lambton 2299
Mail to: PO Box 224, Kotara Fair 2289
Email: info@mncinc.org.au
Web: mncinc.org.au

Service Description: the Multicultural Youth &
Family Project works with young people aged 12-
17 and their families, from culturally &
linguistically diverse (CALD) backgrounds via
advocacy, mentoring, information, advice,
referral, skills based programs, events, creative
activities, and media projects. After school
activities, case management, holiday programs,
mentoring.

Hours: Mon Tues 9.30am-5pm, Wed 9.30am-
4pm

Area Served: Newcastle

Newcastle Junior Rugby League Association
See Page 130

Newcastle Temporary Care Ltd - Home
Support Physiotherapy
See Page 45

Newcastle Video Moviemakers Inc
See Page 29

Paul Spencer Consulting P/L
See Page 55

Soul Cafe
See Page 7

St Luke's Wallsend Day Care Centre
See Page 27

The Community Kitchen Merewether
See Page 12
Wesley Mission Oasis Drop-In Centre
See Page 7
Sport

Lowlands Bowling Club
Phone: 4929 3046  Fax: 02 4927 0433
Centennial Park, Dawson St, Cooks Hill 2300
Email: lowlands@hotkey.net.au
Service Description: Enjoy a game of bowls with friends or meet fellow bowlers on top quality synthetic greens. Visitors are welcome and new bowling members are encouraged. Enjoy fine food, and a variety of beers and wine in a tranquil setting away from the hustle and bustle of the city. Modern “Lowlands Bistro” offers delectable meals made from fresh ingredients. Catering is available, ring the restaurant or ask at the club for more details or bookings.
Hours: Sun - Thurs til 10pm, Fri & Sat til 11.30pm
Fees: Bowling - Social $10 p.a, Men $84 p.a, Women $80 p.a
Disability Access: Yes
Area Served: Newcastle

Merewether Surf Life Saving Club Inc
See Page 28

Merewether Women’s Bowling Club
Phone: 4963 1367
Merewether Bowling Club, Caldwell St, Merewether 2291
Email: olwyn.jones@bigpond.com
Service Description: Merewether Women’s Bowling Club is a fairly small, social bowling group who welcomes players both experienced and new bowlers
Hours: Every Tues 10am
Fees: $40 until April 2017
Area Served: Newcastle LGA
Parent Organisation: Merewether Bowling Club

Newcastle & Hunter Valley Speleological Society Inc.
See Page 39

Newcastle Basketball
See Page 69

Newcastle District Bowling Association (Zone 2) Inc
See Page 29

Newcastle International Hockey Centre
See Page 69

Newcastle Junior Rugby League Association
See Page 130
Newcastle Knights Pty Limited
Phone: 4979 7600  Fax: 02 4979 7699
32 Industrial Drive, Mayfield 2304
Mail to: PO Box 152, WICKHAM 2293
Email: knights@newcastleknights.com.au
Web: www.newcastleknights.com.au
Service Description: The Newcastle Knights are an Australian professional rugby league football club based in Newcastle, New South Wales. They compete in Australasia's premier rugby league competition, the National Rugby League (NRL) premiership. Playing in red and blue, the Knights joined the top tier competition in 1988.
Hours: Mon-Fri 9am-5pm
Fees: Refer to website for details
Transport: Accessible by train, bus, car, taxi
Disability Access: Yes
Area Served: Hunter Region
Alternative Names: Knights Rugby League Pty Ltd

Newcastle Men’s Hockey Association
See Page 133

Newcastle National Park Croquet Club
See Page 133

Newcastle Netball Association Inc.
Phone: 4957 0386
Mail to: 6 Mary St, North Lambton 2299
Email: a.saunders@newcastlenetball.com.au
Web: www.newcastlenetball.asn.au
Service Description: Offers competitions, coaching accreditation courses, umpires accreditation courses and administration accreditation courses.
Disability Access: Yes (toilet/shower; meeting room; courts)
Area Served: Newcastle LGA
Parent Organisation: Australia – NSW – International Federation

Newcastle Petanque Club
Phone: 0419 693 999
Newcastle Petanque Club, Nesca Park, Cnr Brooks and Nesca Pde, COOKS HILL 2300
Web: www.petenquetefederationaustralia.com
Service Description: Petanque (Boules) Club
Hours: Wednesdays 1.00pm - 5.00pm; Saturdays 1.00pm - 5.00pm
Disability Access: Yes (Ground level, disabled toilet)
Languages spoken: 5 languages spoken
Area Served: Newcastle LGA; Lake Macquarie LGA; Port Stephens LGA; Maitland LGA
Parent Organisation: Petanque Federation of Australia

Newcastle Scrabble Club
See Page 29

Newcastle Tigers Hockey Club Inc
Phone: 0414 728 736
Meets at: Hamilton North Bowling Club, 31 Boreas Rd, Broadmeadow 2292
Mail to: 21 Killara Drive, Cardiff South 2285
Email: secretary@tigers.asn.au
Web: www.tigers.asn.au
Service Description: All ages hockey from 5 years old, junior boys, junior girls, senior men and senior women’s teams. Training provided by accredited coaches.
Transport: Buses and trains to Broadmeadow grounds. Free parking available at grounds.
Area Served: Newcastle LGA

Newcastle Tigers Hockey Club Inc
Phone: 0414 728 736
Meets at: Hamilton North Bowling Club, 31 Boreas Rd, Broadmeadow 2292
Mail to: 21 Killara Drive, Cardiff South 2285
Email: secretary@tigers.asn.au
Web: www.tigers.asn.au
Service Description: All ages hockey from 5 years old, junior boys, junior girls, senior men and senior women’s teams. Training provided by accredited coaches.
Transport: Buses and trains to Broadmeadow grounds. Free parking available at grounds.
Area Served: Newcastle LGA

Rhee Taekwondo
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Sport and Recreation Services
Phone: 13 13 02
Ground Floor, 117 Bull St, Newcastle West 2302
Email: newcastle@sport.nsw.gov.au
Web: www.sportandrecreation.nsw.gov.au
Service Description: Supporting the sport and recreation industry by assisting more people to become more active more often and supporting Swim and Survive programs.
Hours: Mon - Fri 8:30am - 4:30pm
Disability Access: Yes
Area Served: Hunter Region
Parent Organisation: Office of Sport

Wallsend Football Club
Phone: 0419 234 477
Wallsend Oval, Brooks & Thomas Sts, Wallsend 2287
Mail to: PO Box 221, Wallsend 2287
Email: wallsendfc@newcastlefootball.net.au
Web: websites.sportstg.com/club_info.cgi?c=0-8218-110118-208769-15276054&siID=263092
Service Description: Wallsend Football Club is a community football club. The Juniors have teams ranging from under 6's through to Over 35's with All Age Men and Women's teams.
Fees: Contact Club, fees are based on age.
Transport: Close to local bus routes
Disability Access: Yes
Area Served: Newcastle
Parent Organisation: Newcastle Football

Wanderers Rugby Football Club
See Page 133
Water Board Women’s Bowling Club  
**Phone:** 4957 2155  **Fax:** 02 4952 8456  
2 Compton St, North Lambton 2299  
**Email:** info@wbbowlo.com.au  
**Web:** www.waterboardbowlingclub.com.au/  
**Service Description:** Combines the Men’s Bowling and Women’s Bowling Club. Women’s Garla Bowls Days are every Wednesday starting at 9.30am.  
**Fees:** $70.00 per year  
**Transport:** Public transport nearby  
**Disability Access:** Yes (Ramp down to greens)  
**Area Served:** Lambton  
**Parent Organisation:** NSW Women’s Bowling Association Inc.

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Country Women's Association Newcastle
Phone: 8337 0200
Email: info@cwaofnsw.org.au
Web: www.cwaofnsw.org.au

Service Description: The CWA is the largest women's organisation in Australia. Its aims are to improve the conditions for country women and children and to try to make life better for women and their families. In addition to this the CWA supports many charities and local community projects as well as providing material aid to AP countries.

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Merewether Women's Bowling Club
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Narcotics Anonymous
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Newcastle Domestic Violence Resource Centre

**Phone:** 4927 8529  **Fax:** 02 4926 4304
Joy Cummings Centre, 61 Scott St, Newcastle 2300

**Mail to:** PO Box 2055, DANGAR 2309

**Email:** support@resourcecentre.info

**Web:** domesticviolencenewcastle.com.au

**Service Description:** Supporting women who are/have been victims of Domestic Violence. Providing information, support and referrals to a range of other services including housing and counselling services. Located close to parks, coffee shops and public transport and with plenty of room for prams, children or a support person. Call 4927 8529 for questions, information or appointments.

**Hours:** 9am - 4pm

**Fees:** None

**Area Served:** Hunter Region

**Alternative Names:** Jenny’s Place Resource Centre

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Older Women's Network of Newcastle

**Phone:** 4952 1239

**Web:** www.ownnsw.org.au/group/newcastle-inc

**Service Description:** We welcome any woman who is happy to identify as an 'older woman'. We have around 40 members ranging in age from 60 to 90, although we encourage women 45 and up to join. OWN Newcastle is a self-help organisation committed to promoting the rights, dignity and well being of older women through workshops, lobbying and social activities. We lobby on behalf of the older members of our community on relevant issues, locally and at State and National levels. Our members have many skills, experience and personal resources to offer each other.

**Area Served:** Newcastle

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SafeWork New South Wales

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Stockton VIEW Club

**Phone:** 4928 3922

RSL & Citizens Club, 29 Douglas St, Stockton 2295

**Web:** view.org.au

**Service Description:** VIEW is a nationwide, women’s organisation of 19,600 members. VIEW stands for Voice, Interests and Education of Women. VIEW Club members are passionate about actively contributing to their community while building a network of friendships and having fun at the same time. VIEW is a valued part of The Smith Family and supports its work unlocking opportunities for disadvantaged Australian children so they can realise their potential through education.

**Hours:** 2nd Wed, 10.30am

**Area Served:** Newcastle

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- Alzheimer's Australia NSW - Hunter
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### Multiple Disability
Adaptive Technology Centre
Disability Advocacy NSW (DA)
IFFA (Induction for Fetal Abnormality)
Support Group

### Music Appreciation
Acappella Nova

### Music Concerts and Performances
Acappella Nova
Novatones
Rosie’s School of Rock

### Music Lessons
Acappella Nova
Rosie’s School of Rock

### NDIS Provider
Alzheimer’s Australia NSW - Hunter
Amber-Jayne Stirling
APC Prosthetics (Hunter)
Australian Home Care Services (AHCS)
Australian Unity Home Care - Newcastle Branch
Autism Understanding Pty Ltd
Break Thru People Solutions
Bright Buttons Speech Pathology
CatholicCare
CreatAbility NSW
Delando Corporation Ltd
Dial-An-Angel P/L - Newcastle
Fitch & Finch Inc
Flourish Australia - Newcastle
GTK Rehab
House with No Steps - Hunter Region
Hunter New England Local Health District
Hunter Prosthetics and Orthotics Service

### Neurological Disability
HB Rehab
Hunter Connect Families Inc

### Newspapers and Printed Publications
ACON - Islington
Australian Addisons Disease Association Inc
Better Hearing Australia Inc (BHA)
Guide Dogs NSW / ACT - Hunter, Central Coast
IFFA (Induction for Fetal Abnormality)
Support Group
Intelligent Disability Rights Service - Hunter Office
Mental Health Carers ARAFMI NSW Inc

### Non-Denominational Christian
Crossroads Christian Fellowship for the Disabled

### Nursing Homes
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