

Central Coast COVID-19 Services Response Directory

Use this document to help you find out how Central Coast services are operating during the **COVID-19** pandemic.

We have included information and contact numbers if you need help with:

Food

Accommodation

Legal

Financial Assistance

Children and Family Services

Domestic Violence

Health

Social Support and Counselling

Employment and Volunteering



To contact Central Coast Community Council, please call:

Telephone: 4333 4401

Email: marketing@thecccc.org.au

Information in this resource is up to date at time of publication. Community Council Central Coast takes no responsibility for information which may be outdated or incorrect. Please contact service providers directly.

Food Relief - Meals, Vouchers, Hampers

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Berkeley Vale Neighbourhood Centre	Emergency assistance for residents of Chittaway Point/Bay, Berkeley Vale, Glenning Valley & Fountaindale. Proof of address required.	Berkeley Vale	Phone: 4388 5801 or email manager@bvnc.org.au	Please call first	Monday - Thursday 9.30am to 3.30pm
Bateau Bay Neighbourhood Centre	Second bite program still running. Phone first for availability. Available for regular clients.	Bateau Bay	Phone: 4322 7450	Please call first	
Community Support & Outreach Services Central Coast (Community SOS)	Food hampers and Vouchers	Gosford Area	Online enquiry forms: www.communitysos.com.au , Phone: 4329 4477 leave a message, Text: 61437 680 075	Please call first	Monday - Friday 9am - 4pm
Coast Shelter	Takeaway meals	Gosford	Attend onsite at Manns St Gosford for meals. Call 4325 3540 for Emergency Relief and Refuges	Meals are takeaway only	Monday - Friday 11am - 1pm
Green Point Community Centre	Second Bite meal program running on Tuesdays. Some pantry items available and can be home delivered for those over 70 who are isolated. Cost \$2 to cover petrol. Food Vouchers also available	Green Point	Phone: 4367 7591	Please call. See Facebook page for up to date details facebook.com/greenpointccnsw/	Monday - Friday - 9am - 4pm
Hope Church Pantry Club	Food Hampers for those who have lost a job, living pay to pay or have just registered for benefits and are waiting for it to come through	Penninsula Area	Phone: 4344 2509	Please call the church first. If no answer, leave a message and someone will call you back	By appointment only. Please call.
Kariong Neighbourhood Centre Inc.	Frozen Meals	Kariong	Phone: 4340 1724 or email admin@knc.net.au	Please call first	Monday - Friday 9am - 5pm
Mary Macs Place	Lunch time sandwiches for takeaway	Penninsula Area	Phone - 4341 0584	Community Restaurant is not currently operating	Monday - Friday 11am and 1pm
Meals on Wheels Central Coast	Meal delivery services to those over 65 with a My Aged Care Referral or a NDIS plan. We cover the entire Central Coast and our meals are delivered by volunteers, with contactless delivery methods in place. Meals deliveries are made Monday to Friday from 9am to 12pm. We can also provide meals to the general public under our Coast Cuisine meal company.	All Central Coast Locations	call 4357 8444 or email admin@ccmow.com.au . Contact can also be made via www.ccmow.com.au . For Coast Cuisine visit www.coastcuisine.com.au	Community Restaurants are not running at this time	Monday - Friday 8am - 4pm
Northern Lakes Neighbourhood Centre	We will be offering home deliveries of our "essential packs" at a cost of \$10. Delivery areas are Lake Munmorah, Gwandalan, Summerland Point, Chain Valley Bay, Mannering Park and Blue Haven. Other areas will be considered.	Lake Munmorah	Please call or text 0432 580 059 to book a home delivery	Arrangements re payment and drop off will be made when booking your home delivery.	
Oasis Central Coast	Oasis Shop (discount groceries, free bread & fresh produce), laundry & shower facilities (one person at a time), take-away orders & coffee from the Oasis Cafe.	Wyong	Onsite - 15 Hely Street, Wyong Phone - 02 4353 9799		Monday -Friday 8:00am-3:00pm
Samaritans Assistance Centre - Emergency Relief Gorokan	Food Vouchers	Gorokan	Phone: 4393 2450	Please call first	Monday, Wednesday, Friday 9am-3pm
San Remo Community Centre	Providing Coles vouchers in the following areas: - San Remo to Summerland Point (Petrol & Pharmacy vouchers also available)	Northern Central Coast	Phone - 0480 263 333 Email emergencyrelief@sanremo.org.au	Please call first	

Seventh Day Adventist Church - Food Pantry woy Woy	Assistance with Food Parcels	Penninsula Area	Phone - 0435 141 272 83 Blackwall Rd, Woy Woy	Social distancing and special delivery arrangements in place to abide by health regulations	Held fortnightly from 18th April
Southlake Market Place	Food Package deliveries. Packs are \$10. Delivery on Thursdays to the following areas: Blue Haven, San Remo, Charmhaven, Toukley, Noraville, Warnervakle, Hamlyn Terrace, Wadalba, up to Wyongh, Doyalson, Mannering Park, Lake Munmorrah, Chain Valley Bay Nrth & Sth, Gwandalan, Summerland Point, Budgewoi, Wye & Wye Point. Delivery on Wednesday to: Lake Macquarie	Northern Central Coast	Phone - 0 432 580 059 Email - southlakefoodcare@gmail.com	Please call	Deliveries on Thursdays to the Central Coast
St Vincent de Paul Gosford	Food hampers and vouchers	Gosford	Phone - 4322 5861	Please call first	Monday - Friday 9am - 4pm
St Vincent de Paul Woy Woy	Food Vouchers, Toiletries, limited pantry foods, Furniture Assistance	Woy Woy	Phone - 4341 7535	Please call first	Monday - Friday 9am - 4pm
St Vincent de Paul Wyong	Food Hampers, Furniture Vouchers, Manchester Vouchers	Wyong	Phone - 4353 5614 (Option 1)	Please call first	Monday - Friday 9am - 4pm
The Entrance Food Hub	Low Cost Groceries	The Entrance	Onsite - The Entrance Public School, 136 The Entrance Rd	Refer to Facebook group for up to date information facebook.com/groups/640283126064222/	Wednesdays and Fridays 10am - 3pm
The Salvation Army Gosford Corps - Salvos Connect	Food and Vouchers	Gosford	Phone - 1300 371 288 (9am-5pm Monday to Friday)	Call 1300 number first	1300 number operates 9am-5pm Monday to Friday
Toukley Neighbourhood Centre	Frozen Meals and Food Hampers (subject to assessment and availability). Lakes Food Care operating online at www.lakesfoodcare.com	Toukley	Phone - 4396 1555 or visit www.lakesfoodcare.com for the Lakes Food Care Shop	Please call first. Please refer to Facebook page for up to date information www.facebook.com/ToukleyNeighbourhoodCentreInc/	Monday - Friday 9am - 3pm
Wyoming Community Centre (Gosford Regional Community Services Inc)	Emergency Relief, Crisis Support, Energy Account Payment Assistance, Telstra Vouchers, Donation point for We Care Connect; Out of School Hours Care, JP, Family Support, Information and Referrals. Work Development Orders.	Gosford area	Phone - 4323 7483 Website - www.gosfordcommunity.org.au	Not open to the public for walk ins. Appointment only. Please call	Monday - Friday 9am to 4pm
Wyong Neighbourhood Centre Inc.	Food Hampers and Frozen Meals	Wyong	Phone - 4353 1750 or info@wnci.com.au	Please call first	Monday to Friday 9.30am to 4.30pm

Accomodation

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Bungree Aboriginal Association	Specialist Homelessness Service	All areas	Phone - 4350 0100	Please call first	Monday - Friday 8.30am to 4.30pm
CatholicCare DBB - KEYS program	Assist young people age 16-24 who are homeless with children in their care. We are currently at capacity, however will always make contact with young people needing assistance and advice.	Phone and Zoom	Phone: 4356 2600	No face to face services running.	Monday to Friday 7am to 3pm
Central Coast Primary Care - Health on the streets	Outreach, assistance with applying for temporary accomodation via Link to Home and local housing offices. Providing advice on Covid-19	Outreach	Phone: 0432 472 374 Email: joel@ccpc.com.au	Face to face, outreach van is visiting people where they are staying	Monday - Friday 9am - 5pm
Central Coast Tenants' Advice and Advocacy Service	Central Coast Tenants Advice and Advocacy Service (CCTAAS) is a free service for Central Coast tenants so that they know their rights.	Phone and email	Phone: 4353 5515 Email:enquiries@cctaas.com.au		Monday - Thursday 11am - 3pm for telephone advice. We are responding to callbacks and email contacts outside of those hours as well.
Coast Shelter	Emergency Relief and refuges	Gosford	Attend onsite at Manns St Gosford for meals. Call 4325 3540 for Emergency Relief and Refuges		Monday - Friday. Takeaway meals Monday - Friday 11am - 1pm
Compass Housing Services	Community Housing, Access to Community Housing	All areas	Phone - 1300 333 733 Email - contactus@compasshousing.org	No face to face contact. Assistance provided via phone and email	Monday - Friday 9am to 5pm
The Benevolent Society - Going home, Staying Home - Specialist Homelessness Service Families	Going Home Staying Home provides early intervention and prevention services to men, women and children experiencing domestic violence and homelessness.	Phone	Phone: Family Referral Service intake line 1800 236 762		Monday - Friday 9am - 5pm
Uniting - Transitional Accomodation Services	Transitional Accomodation Support for individuals with complex mental health issues	All areas - in home support			Monday 8am to 5pm
Uniting Connectors Response Team	Outreach and dropping information to people who are homeless. Still visiting clients but conducting pre-visit health screens over the phone prior to face to face visits, phone calls instead of visits if required.	Face to face (prior arrangement), phone, email	Phone: 1800 864 846 Email: centralcoastintake@uniting.org		Monday - Friday 9am - 5pm
Uniting Doorways	Advice, information, referral and case management for people experiencing homelessness or at risk of homelessness.	Phone, Doorways Hub (although phonecall is preferable)	Phone: 1800 067 967 or 4355 8900 or 4355 8901	Preferable to phone to make referral or to book appointment. Doorways hub is open however can only see one client at one time due to social distancing. Client must respond to screening tool before entering the hub.	Monday - Friday 9am - 3.30pm
Wesley Mission - Special Homelessness Service Families	We are currently providing case management services, referral, information/advice, advocacy, supported accommodation and practical assistance to families who are at risk of being homeless or homeless. Case management support offered via phone/face time. Team working remotely but will visit clients on a case by case basis (only when truly required) and will conduct pre-visit health screen over phone prior to visits.	Phone and email	Phone: 4320 1277 Email: homelessupport@wesleymission.org.au		Monday - Friday 9am to 5pm

Legal Services

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Central Coast Community Legal Centre	Telephone legal advice; referrals; assistance with legal tasks and representation based on client vulnerability assessment	Phone, Zoom, Skype	Phone: 4353 4988		Monday - Friday 9AM - 5PM
Central Coast Community Legal Centre - Children's Court Assistance Scheme	Free support service via phone, facetime and email for young people and their families attending children's court on a criminal matter.	Phone	Phone: 0413 534 911 Email: ccas@centralcoastclc.org.au		Monday, Tuesday and Friday 9am - 2pm
LawAccess NSW	LawAccess NSW is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.	Phone	Phone: 1300 888 529	LawAccess NSW is a starting point for people who have a NSW legal problem.	Monday to Friday - 9am - 5pm (Excluding Public Holidays)
Legal Aid NSW - Early Intervention Unit	Telephone legal advice and minor assistance. Duty assistance and duty representation in family law matters. Extended legal assistance in care and protection and family law matters.	Phone	Phone: 1800 551 589	Face to face clinics are now delivered by way of telephone	Monday - Friday 9am - 5pm
Legal Aid Domestic Violence Unit	All services by phone - Legal Advice, Court representation, social worker support, financial counselling	Phone	Phone: 9219 6300		Monday - Friday 9am - 5pm
Legal Aid NSW - Work Development Orders Service	Telephone fines advice, WDO placements, law check-ups, WDO sponsor training & support	Phone, Zoom, Skype	Phone: 4324 5611		Monday - Friday 9am - 5pm
Seniors Rights Service	Advocacy to recipients of Commonwealth funded Aged Care services in Aged Care homes or in home, free legal assistance to older people in NSW by telephone.	Phone	Phone: 9281 3600 or 1800 424 079 Website form: - https://seniorsrightsservice.org.au/contact/contact-us/ If you need an interpreter 13 14 50	Please phone to make an appointment for a call back	Monday- Friday 9am - 4.30pm
University of Newcastle Legal Centre	Older persons legal clinic. Free legal advice and assistance including a mediation service to people aged 60 years and over and indigenous people aged 50 years and over, their families and carers.	Face to face, telephone, email, zoom	Phone: 1800 314 792 (toll free) Email: legalcentre@newcastle.edu.au	Face to face clinics are now delivered by way of telephone with the exception that face to face meetings can be provided depending on client's circumstances and whether documents need to be signed and witnessed.	Gosford: Thursdays 10am - 2.30pm and Newcastle: Wednesdays 9am - 12noon

Youth Law Australia	Free legal advice and assistance to children and young people aged 24 or under.	Online, phone	Contact us through our online form at https://www.lawmail.org.au or by sending an email to advice@lawmail.org.au . For urgent matters or anyone who struggles with online forms or emails, please call 02 9385 9591		Monday - Friday 9am - 5pm
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Financial Assistance

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Berkeley Vale Neighbourhood Centre	Energy Accounts Payment Assistance, Emergency Relief, No interest loan scheme - via phone and email	Remotely via phone, email etc	Phone:4388 5801 Email: manager@bvnc.org.au	Please call or email	Monday - Thursday 9.30am to 3.30pm
Community Support & Outreach Services Central Coast (Community SOS)	Phone appointments - Central Coast Region Financial Counselling Service, Gosford City No Interest Loan Scheme, Energy Accounts Payment Assistance, Food hampers/vouchers, Relief Beyond Crisis Program	Remotely via phone, email etc	Online enquiry forms: www.communitysos.com.au, Phone: 4329 4477 leave a message, Text: 0437 680 075		Monday - Friday - 9am - 4pm
Energy & Water Ombudsman NSW	Energy & Water dispute resolution - free fair and independent complaint handling for consumers and small business in NSW experiencing difficulties with their energy or water providers	Phone, via website, call back and presentations via zoom and other online platform	1800 246 545 or www.ewon.com.au	We have presentations online	Monday - Friday 9am - 5pm
Hope UC Life Church Charmhaven	Energy Accounts Payment Assistance vouchers	Charmhaven	Phone: 4393 3764 or info@hopeuc.com	Please call first	Vouchers available on Tuesdays and Thursdays. Please call
Kincumber Neighbourhood Centre	Energy Accounts Payment Assistance vouchers available. Appointments available by phone.	Kincumber	Phone: 4363 1044	Any changes will be notified on Facebook page	
Narara Neighbourhood Centre	Following services available by calling or lodging enquiry form on line Financial Counselling Energy Accounts Payment Assistance vouchers No Interest Loan Scheme loans Relief beyond crisis program	Narara/Gosford	Phone: 4329 4477 or communitysos.com.au	Neighbourhood Centre is closed. Phone only	Monday - Friday 9am - 4pm
Oasis Central Coast	Financial counselling, Oasis Shop (discount groceries, free bread & fresh produce), laundry & shower facilities (one person at a time), take-away orders & coffee from the Oasis Cafe.	Wyong	Onsite - 15 Hely Street, Wyong Phone - 02 4353 9799		Monday -Friday 8:00am-3:00pm
Salvo's Assesment Line	Emergency Relief, Crisis Relief and Referrals	Phone	Phone: 1300 371 288		Monday - Friday 9am - 5pm
Samaritans Assistance Centre - Emergency Relief Gorokan	Energy Accounts Payment Assistance	Gorokan	Phone: 4393 2450	Please call first	Monday, Wednesday, Friday 9am-3pm
San Remo Community Centre	Providing Coles vouchers in the following areas: - San Remo to Summerland Point (Petrol & Pharmacy vouchers also available)	Northern Central Coast	Phone: 0480 263 333 Email: emergencyrelief@sanremo.org.au	Please call	
The Salvation Army - Doorways	Emergency relief and financial counselling	Phone	Phone: 0437 747 511	Unable to provide face to face support at this time. Phone only.	
The Salvation Army - Money Care	Financial Counselling	Phone	Phone: 0476 817 051		
Toukley Neighbourhood Centre	We are currently providing all service, information, referrals, assessments and appointments over the phone. Everyone must call the centre on 43961555 first before they arrive in person. We are still conducting Energy Accounts Payment Assistance, No Interest Loan Scheme, Telstra and Emergency Relief (WNCL) appointments over the phone.	Toukley	Phone: 4396 1555	Please call first. Please refer to Facebook page for up to date information www.facebook.com/ToukleyNeighbourhoodCentreInc/	Monday - Friday 9am - 3pm
Wyoming Community Centre (Gosford Regional Community Services Inc)	Emergency Relief, Crisis Support, Energy Account Payment Assistance, Telstra Vouchers, Donation point for We Care Connect; Out of School Hours Care, JP, Family Support, Information and Referrals. Work Development Orders.	Gosford area	Phone - 4323 7483 Website - www.gosfordcommunity.org.au	Not open to the public for walk ins. Appointment only. Please call.	Monday - Friday 9am to 4pm
Wyong Neighbourhood Centre Inc.	Assisted Referral, Emergency Relief, Energy Accounts Payment Assistance, Financial Counselling, Youth Support Services, Rent Choice Youth	Wyong	Phone: 4353 1750 or info@wnci.com.au	Please call first	Monday to Friday 9.30am to 4.30pm

Children and Family Services

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Dept Education Central Coast Schools as Community Centres	Support to families with children from birth to 8 years old. Central Coast Schools as Community Centres, located at Blue Haven, Northlakes, Wyong, Gorokan, Woy Woy and Wyoming. Currently located online at either www.ccsacc.com or Facebook Central Coast Schools as Community Centres	Online and phone	Phone: 0409800821 or www.ccsacc.com or Facebook page Central Coast Schools as Community Centres	Services will be provided via the Facebook page Central Coast Schools as Community Centres including live sessions each weekday and many Facebook groups with partnering services to support families including free speech pathology, parenting education, supported playgroups, access to free resources and craft packs	Monday - Friday 9am - 5pm
Baptist Care - Counselling and Family Services	Counselling, support and casework services all offered via phone or video.	Phone, Zoom, Skype, Email	Phone: 1300 275 227	No groups running and no face to face individual services. These are all replaced by 1:1 phone or online services.	Monday - Friday 9am to 5pm
CatholicCare DBB - Family Dispute Resolution	Family dispute resolution	Phone and Zoom (if suitable for clients)	Phone: 4356 2600	No face to face services running.	Tuesday - Friday
CatholicCare DBB - KEYS program	Assist young people age 16-24 who are homeless with children in their care. We are currently at capacity, however will always make contact with young people needing assistance and advice.	Phone and Zoom	Phone: 4356 2600	No face to face services running.	Monday to Friday 7am to 3pm
Central Coast ARAFMI	Family Support' phone counselling. 'Young ARAFMI' phone counselling for children and young adults. 'Yakkalla' social support. (Temporary) Respite Accomodation.	Phone and outreach	ARAFMI Phone: 4323 7731 info@ccarafmi.org.au Yakkalla Phone: 4334 3666 arafmibb@bigpond.com	ARAFMI: No face to face contact, however arrangements can be made if face to face required. Yakkalla: No face to face contact, however we are engaging with members via phone and outreach.	ARAFMI Monday - Thursday: 8.30am - 4.30pm Yakkalla: Monday - Thursday: 9am - 3pm
Central Coast Family Support Services	Providing advice, information and referral, case management, parenting education groups, parenting education 1:1	Phone, Zoom, Skype, Email, WhatsApp	Phone: 4340 1585 Email: ccfss@ccfss.com.au Web: ccfss.org.au (online contact form)		Monday to Friday 8.30am - 4.00pm
Interrelate	Family Mental Health Support Service (Connect), Family Relationship Centre, Family and Relationship Services, Building Stronger Families. Counselling, mediation, early intervention mental health for kids under 18, Group programs: Being a dad, Building Connections, Parents not Partners, Aboriginal Building Connections, Making Choices	Phone or website	Phone: 1300 473 528 or via our website www.interrelate.org.au	No onsite appointments. Please phone.	Monday - Friday 9am - 5pm

Kariong Neighbourhood Centre Inc.	Currently providing assisted referrals, information, JP Services as well as limited practical services, frozen meals. All social, educational workshops cancelled. Early Childhood Clinic still operating on Tuesday and Wednesday. For appointment call Gosford Gateway Clinic 43287900. Out of School Hours Services morning and afternoon and Vacation Care still operational. Free Immunisation Clinic still operating on a fortnightly basis on Tuesdays 12 noon-1.00pm but not during vacation care.	Kariong	Phone: 4340 1724 or email admin@knc.net.au	Please call	Monday - Friday 9am - 5pm Before and After School and Vacation Care 6.30am - 6.30pm
Playgroup NSW	Website is available for play ideas: https://www.playgroupnsw.org.au/ . Playgroups are encouraged to engage in virtual playgroups. Most playgroups have closed Facebook groups to communicate locally. Playgroup at Home site has just been launched; https://www.facebook.com/groups/playgroupathomensw/ . Check out the Playgroup NSW Facebook page at: https://www.facebook.com/playgroupnsw/	Virtual	1800 171 882	Please call	Monday - Friday 9am - 5pm
Relationship Australia	The ARC program provides support, information and resources to assist young people who have left or are about to leave out-of-home care. The support may be for housing referral, education, budgeting, parenting, or referral to other appropriate agencies as required	Gosford	Phone: 4322 3659	Social distancing and special delivery arrangements are in place to abide by COVID19 health regulations. When you visit you will see a professional caseworker with experience in aftercare issues. They will talk you through your current situation and provide help where needed. Our services are confidential and participation is voluntary. There is no fee for our service. So if you've left care or are about to leave care and your wondering what now please dont hesitate to contact ARC at Gosford.	Monday-Thursday 9am-5pm
The Benevolent Society - Family Referral Service	Family Referral Services (FRS) help vulnerable children, young people and families to connect with local support services. Assessment and referrals for families with children under 18 in their care.	Phone and Skype	Phone: 1300 006 480 Email: familyreferral@benevolent.org.au		Monday - Friday 9am - 5pm

Domestic Violence Support

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Baptist Care - Counselling and Family Services	Counselling, support and casework services all offered via phone or video.	Phone, Zoom, Skype, Email	Phone: 1300 275 227	No groups running and no face to face individual services. These are all replaced by 1:1 phone or online services.	Monday - Friday 9am to 5pm
CatholicCare DBB - Safe Homes & Staying Home Leaving Violence	Zoom, Phone, Virtual safety audits, safety plans, Victims Services support (counselling, immediate needs, primary victim), advocacy with police, Housing, Centrelink	Phone, Zoom, Skype, Email	Phone: 4356 2600	No face to face services	Monday - Friday: 8.30am to 4.30pm
Central Coast Community Women's Health Service - Doctors Clinic	Wyoming Women's Health - doctors providing services to women via telehealth or some face to face (distancing measures in place).	Phone and in person at Wyoming Clinic	Phone: 4324 2533	Bookings are essential	Monday to Thursday 9am - 4pm
Central Coast Community Women's Health Service - Counselling Service	Telephone Counselling for women	Phone and Zoom	Counselling Intake line: 4337 2202 Woy Woy Centre: 4342 5905 Wyong Centre: 4351 1152 Wyoming Centre: 4324 2533		Monday to Thursday 9am to 4pm
Central Coast Domestic Violence Court Advocacy Service	We are currently providing telephone service to all police referrals and external referrals.	Phone, email	Phone: Wyong 4346 4451 Email: wyonglcp@ccdvcas.org.au Phone: Gosford 43 46 4452 gosfordlcp@ccdvcas.org.au	No face to face services	Monday - Friday 8.30am - 4.30pm
Legal Aid Domestic Violence Unit	All services by phone - Legal Advice, Court representation, social worker support, financial counselling	Phone	Phone: 9219 6300		Monday - Friday 9am - 5pm
The Benevolent Society - Going home, Staying Home - Specialist Homelessness Service Families	Going Home Staying Home provides early intervention and prevention services to men, women and children experiencing domestic violence and homelessness.	Phone	Phone: Family Referral Service intake line 1800 236 762		Monday - Friday 9am - 5pm

Wesley Mission - Special Homelessness Service - Families Central Coast	We are currently providing case management services, referral, information/advice, advocacy, supported accommodation and practical assistance to families who are at risk of being homeless or homeless. Case management support offered via phone/face time. Team working remotely but will visit clients on a case by case basis (only when truly required) and will conduct pre-visit health screen over phone prior to visits.	Phone and email	Phone: 4320 1277 Email: homelessupport@wesleymission.org.au		Monday - Friday 9am to 5pm
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Health Services

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Central Coast Community Women's Health Service - Doctors Clinic	Wyoming Women's Health - doctors providing services to women via telehealth or some face to face (distancing measures in place)	Phone and in person at Wyoming Clinic	Phone: 4324 2533	Bookings are essential	Monday to Thursday
Central Coast Primary Care - Clinical Mental Health Services	Including psychological therapies, clinical care coordination and transitional care. GP or Central Coast Local Area Health referral typically required	Telehealth - Phone, Zoom, Skype	Phone: 4365 2294	GP or Central Coast Local Area Health referral typically required	Monday - Friday 9am - 5pm
Central Coast Primary Care - Auntie Jean's Chronic Disease Outreach	For Aboriginal people who are interested in improving their health and wellbeing. Participants are being supported remotely by the Chronic Disease Outreach Nurse.	Phone and email	Phone: 4365 2294 Email: ccpc@ccpc.com.au	No face to face sessions	Monday - Friday 9am - 5pm
Central Coast Primary Care - Coast Nutrition	Coast Nutrition is a dietitian service that improves the nutrition and health of frail aged people, or young people living with a disability.	Phone, Telehealth	Phone: 4365 2294 Email: ccpc@ccpc.com.au	No face to face sessions	Monday - Friday 9am - 5pm
Central Coast Primary Care - GP After Hours Services	Clinics still running, Telehealth available	Face to face and Telehealth	Bridges Erina Phone: 4697 9699 Bridges Kanwal Phone: 4394 7333	Call before attending	Erina Monday to Friday: 7pm to 10:30pm Saturday: 3pm to 10:30pm Sunday and Public Holidays: 10am to 7pm Kanwal Monday to Friday: 7pm to 10:30pm Saturday: 3pm to 10:30pm Sunday and Public Holidays: 1pm to 6pm
Headspace Gosford & Lake Haven	Mental health support for young people. Telehealth available with GP, Counsellor, Intake workers, Psychologist, Social Worker	Phone, Email, Zoom	Phone: 4304 7870	Please see our website for factsheets or more info: https://headspace.org.au/headspace-centres/headspace-gosford/	Monday - Friday 8:30am - 5pm
Youth Health Service - Central Coast Local Health District	The Youth Health Service has a range of health professionals (Aboriginal Youth Health Worker, Doctor, Nurses, Occupational Therapist, Social Workers, Psychologists) who provide health care, for a broad range of health concerns, for young people, 12 to 24 years of age, living in the Central Coast region	Phone, some face to face	Phone: 4356 9333	Please phone ahead to inquire about the service. Please follow Covid-19 advice at NSW Health. If young people or people they are living with have either fever (≥ 38.0 degrees) or respiratory symptoms they must see a doctor and self-isolate. It's best to call their family doctor or Healthdirect on 1800 022 222 for advice as soon as you can.	Monday - Friday, 8:30am - 5:00pm. Intake line from 9am - 1pm
NSW Health	Community Health Program	Phone	Phone: 4356 9300	All contact via phone only	
Carer Support Unit - Central Coast Local Health District.	Support, information and onward referrals for all carers, including Young Carers (under 25) who are supporting a family member or friend with an illness, disability, drug or alcohol dependency or who is frail aged.	Phone or email	Phone: 4320 5556 Email: CCLHD-CSUCC@health.nsw.gov.au	No face to face meetings at this time	Monday - Friday 9am - 4.30pm
Cancer Council NSW - Central Coast	We provide support for people with cancer, their carers, family and friends, throughout their cancer journey.	Email, Online, Phone, Mail	Phone: 131 120 or Office 4336 4500 Website: www.cancerCouncil.com.au		Monday - Friday 9am - 5pm

Holden Street Sexual Health Clinic	Specialist HIV and Sexual Health service which provides confidential specialist medical care and counselling for people from priority populations including people living with HIV, men who have sex with men, sex workers, Aboriginal people, people with symptoms of a sexually transmissible infection (STI) and sexual contacts of people diagnosed with priority STIs including chlamydia, gonorrhoea, syphilis and HIV.	Face to face - no change to current services	Phone: 4320 2114		Mon-Wed (9am - 5pm (closed 12-1); Thurs (1pm - 5pm) with Mens Clinic 5.00pm - 8.00pm
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Social Support and Counselling

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
ADSSI Ltd	ADSSI In home support	In home care	1300 578 478	In home care services continue with increased COVID-19 safety protocols. Outings are postponed until further notice.	Monday to Friday 9 am to 5 pm
ACON Hunter	Counselling and Care Coordination for anyone over the age of 18 who identifies as part of the LGBTQ community or anyone who is living with HIV. We also offer links to social and support groups for LGBTQ people of all ages and their families.	Phone, online, Zoom, Email	02 4962 7700 hunter@acon.org.au facebook.com/ACONHunter		Monday - Friday 9am - 5pm (online/phone)
Aftercare NDIS supports	Support provided for individuals via phone, zoom, including group activities. Essential supports face to face, medical appointments, groceries as required.	Face to face (Essential services only), phone, Zoom	Phone: 4344 9900		Mon-Fri 8.30am-4.30pm
Art of Meaning	Individual art therapy. NDIS provider services provided to people aged over 24 years	Individual sessions	Phone: 0439 696 111 Email: louise@artofmeaning.com.au	Group therapy sessions are currently not running	Saturdays only 9am - 5pm
Central Coast ARAFMI	Family Support' phone counselling. 'Young ARAFMI' phone counselling for children and young adults. 'Yakkalla' social support. (Temporary) Respite Accomodation.	Phone and outreach	ARAFMI Phone: 4323 7731 info@ccarafmi.org.au Yakkalla Phone: 4334 3666 arafmibb@bigpond.com	ARAFMI: No face to face contact, however arrangements can be made if face to face required. Yakkalla: No face to face contact, however we are engaging with members via phone and outreach.	ARAFMI Monday - Thursday: 8.30am - 4.30pm Yakkalla: Monday - Thursday: 9am - 3pm
Central Coast Community Women's Health Service Counselling Service	Telephone Counselling for women	Phone and Zoom	Counselling Intake line: 4337 2202 Woy Woy Centre: 4342 5905 Wyong Centre: 4351 1152 Wyoming Centre: 4324 2533		Monday to Thursday 9am to 4pm
Central Coast Primary Care - NDIS	Support Coordination, Home and Community Support, Therapeutic Supports, Plan Management and Application Support	Face to face for home and community support, Phone, Email, Video Calls	Phone: 4365 2294 Email: ccpc@ccpc.com.au		7 days a week
Coast Community Connections	Gambling Solutions Central Coast	Telephone, Skype, WhatsApp as preferred by the client	Phone: 4344 7992	Group work sessions not currently running	Monday - Friday 9am - 5.30. Later appointments on request.
	Youth services and Counselling (free service)	Phone	Phone: 4341 9333	Penninsula Community Centre is currently closed	Monday - Friday 8:30am - 4:30pm
	Home Maintenance and Modifications Services	Phone	Phone: 4341 9388	All home modifications and home maintenance services are continuing as scheduled and available.	
Coast Youth Services - Youth Counselling and Case Management	Phone General counselling/Case management. Alcohol & Other Drug Counselling/case management	Appointments via phone, skype, Zoom etc	Phone: 4342 3684	All services are available to Young people 12-24yrs	Monday - Friday 8.30am - 4.30pm
Community Transport Central Coast	Individual transport to clients to access essential services, such as medical and shopping, Social Support Individual	Various	Phone: 4355 4588	We are currently not operating group transport or social outings	Monday- Friday 8am - 4pm for bookings and enquiries. Hours of transport flexible
Fairhaven	We are a social enterprise established to ensure that people living with disability on the Central Coast live the lives that they aspire to, with a commitment to providing community participation, social skills, employment opportunities, accommodation and living supports.	Phone, Online, Zoom, Email	Phone: 4349 5500 Email: hello@fairhaven.org.au		8:30am - 4:30pm

Louise House - St Vincent De Paul	We provide a range of services for members of our local community. Currently providing support via phone.	Phone and email	Phone: 4392 7255 or 0411 052 851 Email: louisehouse@vinnies.org.au	Vinnies has started online activities open to community. Access will be through a new facebook page coming soon or email Louise House for current link	Monday to Thursday 9:30am - 3pm
Northern Settlement Services	Support for people from Culturally and Linguistically Diverse backgrounds. Casework by phone and online, including referral and advocacy. Face to face support if needed, by appointment only. Shopping and phone calls for aged care program clients. Online playgroups and others being explored.	Phone	Phone: 4334 3877. Calls are diverted, and messages will be passed on to relevant staff.	Links to translated information about COVID 19 are available on our website nsservices.com.au	Monday - Friday 9am to 4pm
Oasis Central Coast	Youth Services (case management), Oasis Shop (discount groceries, free bread & fresh produce), laundry & shower facilities (one person at a time), take-away orders & coffee from the Oasis Cafe.	Wyong	Onsite - 15 Hely Street, Wyong Phone - 02 4353 9799	Youth services by phone only	Monday -Friday 8:00am-3:00pm
Red Cross	Telecross and Telechat. The calls are made by friendly volunteers 365 days per year.	Phone	Phone: 4322 2144		
Regional Youth Support Services (RYSS)	RYSS remains operational, and we are continuing to deliver direct support to young people across the Coast – albeit with some changes to service delivery to ensure the safety of staff and clients. RYSS Gosford and RYSS Wyoming are now not accessible until further notice, as the RYSS team has moved to working remotely.	Phone, online, social media, Facetime, Google Duo	Phone: 4323 2374 Website: ryss.com.au/contacting-us FB: Facebook/Messengerfacebook.com/RYSST10/		Monday - Friday 9am - 5pm
St Vincent de Paul Society NSW - Access and Inclusion Team	Community Linkers provide a free and accessible service, and we welcome referrals. As part of a person-led initiative, Linkers work with people to build capacity and connect them with their local community	Phone	Phone: 8622 0456 Email: capacitybuildingprojects@vinnies.org.au		
Wesley Mission - Getting It Together Program	We are continuing to support the young people of the Central Coast and other support services with information and advocacy during this Pandemic as able. GITS is a Youth (12-18 yr) Program that services youth impacted by alcohol and other drugs	Phone, email, Facetime, Goto, Zoom, occasional face to face for current clients with Social distancing regulations adhered to.	Phone: 0458 019 405 (Tuesday, Wednesday or Thursday) Email: gits@wesleymission.org.au		Mon- Thursday 9am-4.30pm
Y Central Coast - Y Call a Youth Worker	Y Call-A-Youth Worker is a support line for young people 12-25 to access information about local services and support young people can access during the COVID-19 pandemic. Y Call-A-Youth Worker is not a crisis service but an early intervention initiative. One of our friendly Youth Workers are able to assist with the following: Referrals to other services, information about support in your local area, online activities to support your health & wellbeing and questions you may have about school, financial hardship or accommodation.	Phone, email, Facebook Messenger	Email: youth@ymcansw.org.au Facebook: Y Space Central Coast Phone: 0409 658 302	All contact is via phone, email or Facebook direct messaging	Monday - Thursday 11am-3pm

Employment & Volunteering

Service	Assistance provided	Location	How to get in touch	Other important information	Operating hours
Ability Options	Jobactive Employment, ParentsNext and Disability Employment Provider, WorkReady, WorkAssist. Support for individuals with barriers to find and achieve sustainable employment goals.	Via phone, Zoom, Skype, Email	Phone: 0447 682 134	No face to face services operating	Monday - Friday 9am - 5pm
Castle Personnel - DES (Disability Employment Service) and Work Assist	Assistance to people with medically diagnosed health conditions/barriers to assist them in finding employment	Phone/email	Phone: 0408452888 Email: LynetteA@castle.org.au	All contact is via phone/email. If there are exceptional circumstances participants can attend the office (with an appointment)	Monday - Friday 9am - 5pm
Volunteering Central Coast	Volunteer Manager support for volunteer involving organisations, individual volunteer support and referral.	Phone, email, Zoom, online via website	Phone: 4329 7122 or Email: admin@volcc.org.au (preferred)		Tuesday - Friday 9am to 4pm

Other Helpful Numbers and Websites

National Coronavirus Helpline	1800 020 080	
My Aged Care	1800 200 422	www.myagedcare.gov.au
Health Direct	1800 022 222	www.healthdirect.gov.au
NSW Mental Health Line	1800 011 511	www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx
Lifeline (Central Coast)	13 11 14	www.lifeline.org.au/central-coast/central-coast-nsw-home
Beyond Blue	1300 224 636	https://www.beyondblue.org.au
Salvos Connect	1300 371 288	www.salvationarmy.org.au/gosford/community-services/salvos-connect
St. Vincent de Paul (Gosford)	4322 5861	
St. Vincent de Paul (Wyong)	4353 5614 (Option 1)	
Meals on Wheels (Central Coast)	4357 8444	www.ccmow.com.au
Older Persons Advocacy Network	1800 700 600	www.opan.com.au
NSW FACS (Housing)	Gosford 4323 5211	www.facs.nsw.gov.au/housing
	Wyong 4352 9600	
	Phone Application: 1800422322	www.housingpathways.nsw.gov.au
Link2Home	1800 152 152	www.facs.nsw.gov.au/about/contact/helplines#link2home
Energy & Water Ombudsman NSW	1800 246 545	www.ewon.com.au/page/media-center/news/updates/support-for-customers-impacted-by-coronavirus
Woolworths (Priority Assistance)	1800 000 610	www.woolworths.com.au/shop/discover/priorityassistance?icmpid=sm-hp-latest-woolworths-update-3:priority-assistance
Domestic Violence Line	1800 656 463	https://www.facs.nsw.gov.au/domestic-violence/helpline
1800 RESPECT (24 hour national sexual assault, family and domestic violence counselling line)	1800 737 732	https://www.1800respect.org.au
Law Access NSW	1300 888 529	https://www.lawaccess.nsw.gov.au/
Legal Aid NSW (Gosford)	4324 5611	http://www.legalaid.nsw.gov.au/
Mens Help Line	1300 789 978	https://mensline.org.au
NDIS (Coronavirus)	1800 100 110	https://www.ndis.gov.au/coronavirus
The Disability Information Helpline Coronavirus Assistance	1800 643 787	www.dss.gov.au/disability-and-carers/information-and-referrals-for-people-with-disability-and-their-supporters-about-coronavirus-covid-19
Services Australia (Centrelink)		
Coronavirus Supplement	136240	www.servicesaustralia.gov.au/individuals/services/centrelink/coronavirus-supplement
Economic Support Supplement	136240	www.servicesaustralia.gov.au/individuals/services/centrelink/economic-support-payment
Gosford Hospital	4320 2111	
Wyong Hospital	4394 8000	
Woy Woy Hospital	4344 8444	