

**Information about  
community services and  
resources to support  
parenting and wellbeing**

## **Parent Line**

### **24 hour support for parents**

## **Parent Line**

**1300 1300 52**

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

Parent Line is a 24 hour helpline that provides counselling and support for parents, as well as general parenting advice and information.

Parent Line can also put you in touch with other services in your local area for ongoing support, or for other issues such as legal advice.

## **Parenting strategies**

Counsellors can help parents with:

- managing relationships with your children and other family members
- dealing with the pressure and stress of managing a family
- adjusting to changes within families or in a child's development
- information about community issues or local services.

## **Talk to a counsellor**

Talking to a counsellor can help parents and carers:

- identify what you are already doing that works
- how to develop family resilience (the ability to 'bounce back' from difficult times).

- talk openly about some of your difficulties without judgement or criticism. We know that every parent has hard times.
- get quality information, parenting education, counselling and referral to services in your local area.

## **Child care**

Whether you choose a pre-school, day care, occasional care or home-based care finding the type of child care which best suits your child and your family's needs is an important factor in the successful placement of your child in a children's service.

Some things to consider when choosing child care arrangements are:

- the age and interests of your child
- the hours of care you require
- whether you work full-time or part-time
- whether you need regular or occasional care
- the geographic location of the service
- whether you have a car or need to rely on public transport.

Having an understanding of the difference in service types may help you in your decision making.

## **Type's of children's services**

### **Long day care**

Long day care is usually open for 10 or more hours per day, five days per week and takes children from 6 weeks to under 6 years. Children can attend part-time or full-time child care.

### **Family day care**

Family day care schemes coordinate care provided by family day carers in their own homes and carers operate alone with the support of the scheme. Hours of care vary and are negotiated with the scheme's coordinator, or between the carer and the parent. Carers can take up to 5 children from babies up to under 6 years of age and two school-aged children who need before and after school or vacation care.

### **Home-based care**

Care is provided at the home of the carer who operates independently. Hours of care vary and may be negotiated between the carer and the parent. Carers can nominate the ages of children they care for, but may take children and babies up to 12 years of age who need before and after school or vacation care.

### **Preschool**

Preschools generally take children aged 3 to under 6 years, although some may be licensed to take children from 2 years of age.

## **Occasional care**

Occasional care allows parents to leave their child for short periods of time, either on a casual basis or as a temporary booking.

## **Mobile children's service**

A mobile service generally operates from a van or other vehicle which travels through a particular geographic area and sets up a child care service in a local hall or other premises. These services may offer occasional care, preschool care or long day care. Service is offered once a week, or more often, depending on regional needs and hours vary.

## **Children with a disability**

There are many services that support children and young people with a disability or special needs and their families. For detailed information visit the [Ageing, Disability and Home Care website](#) or contact your [local information, referral and intake team](#).

If you are concerned about your child's development, it is important to get help early. Different types of early childhood intervention services are available to support young children with a developmental delay or disability, up to six years of age.

Call the Early Childhood Intervention Infoline on **1300 1300 52** (also Parent Line).

The Early Childhood Intervention Infoline provides free information and advice as well as support and counselling for parents with young children who have a developmental delay, special needs, learning difficulties or disability. Calls will be answered by a team of qualified, experienced counsellors who can talk to you about:

- how you are feeling and how you are coping with your family's situation
- where to go if you have questions about your child's development
- the implications of a diagnosis for you, your child and your family
- how to help children learn new skills and manage their behaviour
- what kind of services you are already linked in with and options for further support in your local area

You can also access more information at the [Parent Line website](#).

## **Early intervention for children**

If you are concerned about your child's development, it is important to get help early.

Different types of early childhood intervention services are available to support young children with developmental delay or disability, from birth up to (but not including) 6 years of age.

Because families are central in the lives of young children, these services will also assist you in helping your child, and supporting a range of services in the community such as playgroups, preschools and day care centres that your child may attend.

## **Early childhood intervention**

Early childhood intervention aims to give a child the best start they can have by providing support as early as possible.

Research shows that early intervention is linked with improved outcomes for children with disability, particularly those that support both the child and family in the child's natural environments.

Your child may be assisted through early childhood intervention in a range of settings, such as preschool, child care or at a specialist early intervention program.

Early childhood intervention services provide specialised support and services for infants and young children with developmental delay or disability. These services can include therapy, education, inclusion support in early childhood services, formal and informal family support, and the provision of information and support for transition into school systems.

### **How can early childhood intervention help families?**

Early childhood intervention services can help you to find out about your child's disability and needs, and support you to help your child learn new skills. An early childhood intervention specialist can work with you and your child to develop a plan that will identify the things that you consider important for your child. The plan may include:

- developmental and learning activities
- opportunities to interact with other children
- play based activities to develop new skills

They can also give you information and help you to connect with other professionals in the community such as staff in preschool and child care settings, psychologists, case managers, speech pathologists, educators, physiotherapists and occupational therapists if needed.

Getting support to be involved in the activities and experiences that all children and families enjoy will help your child to connect with other children and to learn new skills.

Parents are also supported to develop networks with other parents, health professionals, service providers and their local community.



## Finding early intervention services

You can contact your local [ADHC Information, Referral and Intake Service](#) or your early childhood intervention service provider.

You can also contact Parent Line NSW. This is a telephone counselling, information, referral and support service for parents and carers of children aged 0-18 years in NSW. Parent Line is operated by CatholicCare and operates 24 hours, seven days per week. Phone 1300 1300 52 or see the Parent Line website at [www.parentline.org.au](http://www.parentline.org.au). Parent Line NSW can assist you to find a local early intervention service.

You can contact the Australian Government's 'A Better Start' program and 'Helping Children with Autism' program which provide funding for early intervention services and support for eligible children. Phone the Better Start Helpline on 1800 778 581, and Autism Advisor Program on 1300 978 611,

Families in NSW can also contact Diagnosis Support Workers who provide a range of supports for families of children with disability or developmental delay during the time of diagnosis. This support includes information and assistance to access mainstream and disability specific services that are best suited to achieving your family's goals. You can contact:

- [Northcott](#) on 02 9890 0100 - covering the Central Coast, Hunter, Cumberland/Prospect, Nepean, Northern Sydney, Far North Coast, Mid North Coast and New England areas.
- [CareWest](#) on 1300 227 393 - covering Central West, Far West and the Riverina-Murray area.

- [Mission Australia](#) on 02 4824 4000 - covering Illawarra and the Southern Highlands.
- [Learning Links](#) on 8568 8200 - covering the Inner West, South East Sydney, South West Sydney.

- See more at:

[http://www.adhc.nsw.gov.au/individuals/support/for\\_families\\_and\\_children/early\\_intervention\\_for\\_children#sthash.aWZY4Rsq.dpuf](http://www.adhc.nsw.gov.au/individuals/support/for_families_and_children/early_intervention_for_children#sthash.aWZY4Rsq.dpuf)

## **Behaviour support**

Sometimes families, school staff and carers need support to deal effectively with challenging or problem behaviours. ADHC behaviour support services focus on the problem behaviours and how they operate for an individual as seen in a whole-of-life context.

## **What is behaviour support?**

Behaviour support is a way of helping people to use appropriate ways to communicate, make choices and otherwise participate in the community, rather than relying on challenging behaviours as a way of interacting. Behaviour support aims to reduce the frequency and severity of challenging behaviours in the long term.

This is done in a number of ways including:

- promoting improved quality of life for the person
- managing the environment to reduce triggers
- using focussed strategies to help reduce problem behaviour in the short term
- teaching appropriate behaviours and other life skills (such as coping with change, anger management etc.)

- designing effective strategies for families, school staff and carers to prevent crises but also to respond appropriately to crises when they happen
- establishing effective strategies to support lasting behaviour change.

## **Behaviour support services**

ADHC specialist support teams can provide behaviour support services, including:

- comprehensive assessment and analysis of problem behaviour
- development of person-centred support plans
- programs to develop and maintain life skills for individuals
- behaviour support training for families, school staff, carers and others in the support system
- monitoring and review of behaviour support strategies.

## **Are you eligible for a behaviour support service?**

Behaviour support services are provided for eligible people with an intellectual disability, including:

- children under the age of six with delayed development
- children of school age who have an intellectual disability
- young people (between 16-18 years) who have an intellectual disability
- adults with an intellectual disability.

Read more about [behaviour support services](#).

Read more about [challenging behaviour](#).

## **For more information**

Contact your local ADHC [Information, Referral and Intake service](#) for further information about behaviour support services.

- See more at:

[http://www.adhc.nsw.gov.au/individuals/support/behaviour\\_support#sthash.IgKqjOzi.dpuf](http://www.adhc.nsw.gov.au/individuals/support/behaviour_support#sthash.IgKqjOzi.dpuf)

## **Behaviour support services**

Behaviour support services are delivered in response to specific Service Requests within the framework of an Individual Plan. There are three tiers of behaviour support services within Ageing, Disability & Home Care (ADHC) that provide a continuum of behaviour support.

## **Community Support Teams (CST)**

There are a number of CSTs spread geographically within each ADHC Region. CSTs provide behaviour support for people with emerging or established challenging behaviour. CST level support and interventions are typically delivered over a period not exceeding six (6) months.

Eligibility and allocation for behaviour support services from a CST occurs through the Regional Intake process. Some factors that will need to be considered include the complexity of need, risk of placement breakdown, risk of harm, systemic issues and availability of resources.

## **Regional Behaviour Intervention Teams (RBIT)**

There is one RBIT operating in each ADHC Region. RBITs provide services to people with complex challenging behaviours or where time limited interventions have not been sufficient to enable the family/carer to respond effectively to the behaviour. RBITs are able to provide a more intensive service in relation to assessment. They are able also to assist the primary carer to implement behaviour support strategies, to monitor outcomes and to review progress. A Service Request can be made to StatewideBIS where additional expertise is required.

## **Statewide Behaviour Intervention Service (SBIS)**

The Statewide Behaviour Intervention Service is a unique tertiary service designed to enhance behaviour support capacity across the State. SBIS provides a highly specialised, resource-intensive, specialist behaviour support service to other Behaviour Support Practitioners.

To be eligible for service from SBIS a Service user must be eligible for service from CSTs and be designated a regional priority.

Read more about [behaviour support](#).

Read more about [challenging behaviour](#).

## **For more information**

Contact your local ADHC [Information, Referral and Intake](http://www.adhc.nsw.gov.au/sp/delivering_disability_services/behaviour_support_services#sthash.dk07eLRr.dpuf) service for further information about behaviour support services.

- See more at:

[http://www.adhc.nsw.gov.au/sp/delivering\\_disability\\_services/behaviour\\_support\\_services#sthash.dk07eLRr.dpuf](http://www.adhc.nsw.gov.au/sp/delivering_disability_services/behaviour_support_services#sthash.dk07eLRr.dpuf)

## **Challenging behaviour**

Challenging behaviour is a term used to describe those behaviours that threaten the quality of life and/or physical safety of an individual or others. Some common examples of challenging behaviour include:

- aggressive outbursts
- self-injury, including ingesting or inhaling foreign bodies
- property destruction
- socially inappropriate behaviour

When faced with challenging behaviour, we are often driven by the need to minimise the risk of immediate harm and to stop the behaviour in its tracks. The "challenge" can be very real, and our reactions can be highly emotive and stressful, taking their toll on our own health and wellbeing, as well as the person we are caring for.

A behaviour support service therefore aims to design effective and realistic strategies which:

- address the immediate risk, and
- promote a better quality of life for everyone concerned.

Families and carers are involved throughout the development of behaviour support strategies. All those

involved in caring for the person are trained in how to implement the strategies successfully and consistently.

- See more at:

[http://www.adhc.nsw.gov.au/individuals/caring\\_for\\_someone/challenging\\_behaviour#sthash.ZOVqWzoz.dpuf](http://www.adhc.nsw.gov.au/individuals/caring_for_someone/challenging_behaviour#sthash.ZOVqWzoz.dpuf)

## Contact us

If you are deaf, or have a hearing impairment or speech impairment, choose a phone number from the services below (eg. Home Care - Sydney Metropolitan) and contact us through the [National Relay Service \(opens in new window\)](#):

- TTY users phone 133 677 then ask for the phone number for your chosen service.
- Speak and Listen users phone 1300 555 727 then ask for the phone number for your chosen service.
- Internet relay users [connect to the NRS \(opens in new window\)](#) then input the phone number for your chosen service.

## Information, referral and intake

For Respite and other ADHC services contact the Information, referral and intake officer in your Region:

### ADHC Region



#### [Metro South](#)

covers Sydney,  
Strathfield,

Bankstown...

### Contact details

Phone: (02) 8732 1300

[metrosouth.iri@fac.nsw.gov.au](mailto:metrosouth.iri@fac.nsw.gov.au)

## **Home Care Service Referral and Assessment Centre**

### **Area or service**

### **Contact details**

Sydney Metropolitan

Phone (toll free): 1800 350 792

Hunter and Central Coast  
Rural areas

Phone: 1300 731 556

Phone: 1300 881 144

Aboriginal Access and  
Assessment Team

Phone: 1300 797 606

RAC Management Team

Phone: (02) 9841 9125

[RACentre@facns.nsw.gov.au](mailto:RACentre@facns.nsw.gov.au)

## **Seniors Information Service**

Phone: 13 12 44

[Visit the Seniors Information Service website](#)

## **Guardianship Tribunal**

Toll free phone: 1800 463 928

[Visit the Guardianship Tribunal website](#)

## **Day & Post School Programs**

Phone: 1800 761 030

Read about [Day Programs](#) and [Post School Programs](#)

## **Disability Council NSW**

Phone/TTY: (02) 9377 6400

[More contact details and map for the Disability Council NSW](#)

[Visit the Disability Council NSW website](#)



## **Attendant Care and Physical Disability Unit**

Phone: (02) 9374 3612

[More contact details and map for the Attendant Care & Physical Disability Unit](#)

[Read about the Attendant Care Program](#)

## **Enquiries, feedback and complaints**

Email [servicembx@fac.s.nsw.gov.au](mailto:servicembx@fac.s.nsw.gov.au) or [contact us through this website](#). ADHC values your feedback and will respond to all enquiries and concerns raised.

## **ADHC Central Office**

Level 5, 83 Clarence Street, Sydney NSW 2000

Phone: (02) 9377 6000

TTY: (02) 9377 6167 (for people who are deaf)

Email: [servicembx@fac.s.nsw.gov.au](mailto:servicembx@fac.s.nsw.gov.au)

- See more at:

[http://www.adhc.nsw.gov.au/contact\\_us#sthash.yxcD29D6.dpuf](http://www.adhc.nsw.gov.au/contact_us#sthash.yxcD29D6.dpuf)

## **Managing children's behaviour**

Managing children's behaviour is one of the biggest parts of being a parent, and one of the most challenging. This is reflected in the numerous parenting programs, books, groups and other help for parents have been started around the world.

You may be familiar with some parent education programs already. Many people saw the TV program Super Nanny, and TV personalities such as Dr Phil also offer advice on different aspects of being a parent.

With all that information available to parents, it can be difficult to choose which approach to try. Parent Line staff offer behaviour management advice based on many years of working with families as well as training in programs such as:

- [Positive Parenting Program \(Triple P\)](#)

## **What is Triple P?**

Triple P is a toolbox of solutions for parents. You choose the strategies you need. You choose the time and place. It's all about making Triple P work for you and your family. And Triple P really does work!

### **What does Triple P do?**

- Takes the guesswork out of parenting
- Makes you feel confident you're doing the right thing
- Gives you strategies you can use at home straight away

### **How does Triple P work?**

You decide how much help you need and the way you want to receive it. Choose anything from one-off consultations to public seminars, group courses to private sessions. You can even DIY at home.

### **Australia, UK, Canada, Asia and Europe Contact Details**

Triple P International

[contact@triplep.net](mailto:contact@triplep.net)

Ph: + 61 7 3236 1212

Fax: + 61 7 3236 1211

PO Box: 1300 Milton, Qld, 4064, Australia

- [1-2-3 Magic](#)

1-2-3 Magic addresses the difficult task of child discipline with with humour, keen insight and proven experience.

Parentshop Pty Ltd  
PO Box 102  
BYRON BAY  
NSW 2481 Australia

Phone 1300 738 278 or 02 6680 8910

- [Tuning Into Kids](#)

### **What is Tuning In To Kids?**

Tuning in to Kids™ is a 6-session group parenting program that helps children learn to understand and regulate their emotions. It teaches parents:

- awareness and regulation of their own emotions
- awareness of their children's emotions
- to use children's emotional experiences as an opportunity for closeness and teaching
- skills in assisting children to verbally label and manage their emotions
- skills in assisting children in problem solving
- to guide children's behaviour with appropriate limits

The research evaluation of Tuning in to Kids™ found that when parents learned these parenting skills, this was related to improvements in children's emotional competence, social skills and behaviour. For children with behaviour or anxiety problems, the program was particularly effective.

The ideas and techniques taught in the program are useful for parents of children of all ages, but are particularly relevant for parents of preschoolers.

***Mindful:*** Centre for Training and Research in  
Developmental Health  
Department of Psychiatry  
The University of Melbourne  
Building C  
50 Flemington St, Flemington Vic 3031  
Melbourne, Australia

**Dr Sophie Havighurst**

Principal Investigator, Tuning in to Kids™

Phone: 613 9371 0200

Email: [sophie.h@unimelb.edu.au](mailto:sophie.h@unimelb.edu.au) [Email Sophie](#)

*For in-service training and other general training enquiries,  
please contact*

**Ms Ann Harley**

Training Manager, Tuning in to Kids™ & Tuning in to  
Teens™

Phone: 613 9371 0210

Email: [aeharley@unimelb.edu.au](mailto:aeharley@unimelb.edu.au) [Email Ann](#)

- [Kids Skills](#)

**What is Kids' Skills**

Kids' Skills is a cooperative method for helping children overcome behavioral and emotional problems based on solution-focused psychology and developed by Dr. Ben Furman and his colleagues in Finland.

## Kids' Skills Oline - computer program on the net



### **Kids' Skills in Action.**

A delightful book with stories from around the world of children overcoming problems with the help of Kids' Skills. Published in English by St Lukes Innovative Resources in July 2010. Available in America through [www.cavershambooksellers.com](http://www.cavershambooksellers.com)

- [Circle of Security](#)

The Circle of Security is a relationship based early intervention program designed to enhance attachment security between parents and children. Decades of university-based research have confirmed that secure children exhibit increased empathy, greater self-esteem, better relationships with parents and peers, enhanced school readiness, and an increased capacity to handle emotions more effectively when compared with children who are not secure.

One of the key messages you will hear from us is that it's important to find what works for you and your child - every family is different, and some methods will work where others will not.

The long-term goal of parenting is to help children to manage their own emotions and behaviour, so they can grow into responsible, happy, resilient and independent adults. The best foundation for managing children's

behaviour is to develop a positive relationship with them - without that connection, strategies will only go so far.

Children who learn about how to behave appropriately when they feel upset, angry, frustrated or distressed are much less likely to have severe behaviour problems at home and at school. It's also much less work and frustration for parents if they can give some responsibility for behaviour management to children, especially with older children and teenagers.

Starting with appropriate behaviour management strategies and teaching techniques early in childhood means fewer behaviour issues and less work for parents around important transition points like starting school. Appropriate discipline actually enriches parents' relationships with their children - it is not about being 'harsh' or strict.

Ideally children will receive consistent interaction from all the adults in their life, including both parents, school teachers and extended family. However, in reality this is rarely possible, and children learn quickly how they are expected to behave in different environments.

The most important thing is for you to be consistent with your children as much as you can, regardless of what happens when they are not in your care.

Below are some information sheets on some of the many different strategies for managing children's behaviour. We recommend that you read our Parenting Principles along with this information.

[Boundaries](#)

[Consequences](#)

[Rules](#)

## Saying No

## Time Out

If you are introducing a new strategy in your family, try to only use one at a time until everyone gets used to the new approach. If you are experiencing multiple behaviour issues, choose the area that you consider the biggest problem and work on that first.

We also recommend that you call on 1300 1300 52 to speak to one of our counsellors for personalised advice for your situation and family.

**Child health services**

**Early childhood health clinics**

Early childhood health clinics operated by NSW Health, provide a free service for all new parents in NSW. They are staffed by trained health professionals and registered nurses who specialise in child and family health.

You can get help and information on:

- breastfeeding
- coping with sleeping and crying problems
- immunisations
- safety
- baby's growth and development

[Find an Early Childhood Centre near you.](#)

## **Home visiting**

Parents of babies in NSW are eligible for a home visit from a trained Child & Family Health Nurse within two weeks of giving birth.

The offer of a home visit is made to every family with a new baby in NSW. This scheme aims to provide health services in the most convenient location for new parents in addition to engaging families with the network of services available to support them.

The home visiting nurse will:

- give the baby a health and development check including measuring weight, height and head circumference
- talk to the mother about how she is coping (e.g. with feeding, settling and sleeping)
- discuss any issues the parents may have
- assist with parenting difficulties (e.g. postnatal depression)



- provide further information and links to any additional family and parenting support required.

Some families may need ongoing visits, or referral to other services, and these needs can be discussed with the nurse at the first home visit.

To find out more about health home visits, view the [NSW Multicultural Health Communication Service – Early Childhood Health Services pdf](#).

## **Blue book**

Shortly before or after your baby is born, you'll be given a personal health record book by NSW Health called *My First Health Record*. This has a blue cover and is often called '[the blue book](#)'. The book provides an easy way of keeping track of your child's growth and development.

It makes sure that, wherever you are and whatever happens to your child, you'll have a record of their health and progress, which can be shared with health professionals.

Take this book with you when you visit a health service, doctor, dentist or hospital to record your child's weight and other measurements, vaccinations and other important health information.

This book is free for children born overseas and can be obtained from the Better Health Centre on 9887 5450 or via [email](#).

## **StEPS: Statewide eyesight preschooler screening**

The [StEPS program](#) is an initiative of NSW Health and offers all 4-year old children free vision screening.

NSW Health advises all children to have their vision screened before they start school and strongly recommends that all 4-year old children participate in the vision screening program.

### **Why would my child need their vision screened?**

- Children rarely complain of eye problems
- Children may not realise they can't see well
- Some children can see well with one eye but have very poor vision in the other eye Children's eyes may look OK and parents/carers might think that their child can see well but some children might still have a vision problem
- The only way to tell if a child has a vision problem is to have the child's vision tested one eye at a time.

### **How can my child access the StEPS program?**

Your local Area Health Service will target preschools and child care centres to offer all four-year old children a free vision screening. To have your child's vision screened you will need to complete a consent form and return it to your child's preschool/child care centre.

You can also have your four-year old child's vision screened for free through your local Child & Family Health Service.

### **SWISH: Statewide Infant Screening – Hearing Program**

The NSW Statewide Infant Screening – Hearing (SWISH) Program aims to identify all babies born in NSW with significant permanent bilateral hearing loss by three months

of age, and for those children to be able to access appropriate intervention by six months of age.

### **Why does my baby need a hearing check?**

Identification of significant hearing loss is achieved through universal hearing screening of all newborns.

About one to two in every 1,000 babies has significant hearing loss. The SWISH program aims to identify babies born with significant hearing loss and introduce them to appropriate services as soon as possible after birth.

Parent/carer brochures describing the SWISH program are available in English and 16 other community languages, in both paper form and on the [NSW Health website](#).

For more information on [StEPS](#) and [SWISH](#) visit NSW Health.

### **Where to get support**

#### **For parents**

**Parent Line**

1300 1300 52 (24 hour)

Advice and information for all parents of children 0-18 years of age living in NSW (voice and TTY)

[www.parentline.org.au](http://www.parentline.org.au)

**Tresillian**

02 9787 0855

1800 637 357 (outside Sydney metropolitan area)

24-hour information and counselling for parents or carers of children under 5 years

[www.tresillian.net](http://www.tresillian.net)

**Karitane**

1300 CARING (1300 227 464)

(freecall outside Sydney)

24-hour telephone parenting information and counselling

[www.karitane.com.au](http://www.karitane.com.au)

**Aboriginal Medical Service Co-op Limited**

02 9319 5823

**National Pregnancy, Birth and Baby Helpline**

1800 88 24 36

**Resourcing Parents**

Resourcing Parents provides parenting education information to parents and carers of children aged 0-18 years living in Sydney and surrounds.

[www.resourcingparents.com](http://www.resourcingparents.com)

**Child care services**

## **Playgroup NSW**

1800 171 882

[www.playgroupnsw.com.au](http://www.playgroupnsw.com.au)

## **Support and counselling for families**

### **Relationships Australia (NSW)**

02 9418 8800

1300 364 277 (cost of a local call)

Online counselling is also available

at [www.relationshiphelponline.com.au](http://www.relationshiphelponline.com.au)

### **Centacare Relationship Counselling**

02 9390 5366

Lifeline

13 11 14 (statewide)

24 hour telephone counselling

[www.lifeline.org.au](http://www.lifeline.org.au)

### **SIDS and Kids NSW**

SIDS and Kids NSW supports families who experience the death of their baby or young child during pregnancy, birth, infancy and childhood.

1800 65 11 86 (24 Hour Bereavement Support Line)

Main Office: 02 9818 8400

[www.sidsandkids.org/offices/new-south-wales](http://www.sidsandkids.org/offices/new-south-wales)

### **Salvo Care Line**

02 9331 6000 (statewide)

1300 36 36 22

[www.salvos.org.au](http://www.salvos.org.au)

### **Dial-a-Mum**

02 9477 6777 (statewide)

Telephone counselling for anyone of any age  
[www.dial-a-mum.org.au](http://www.dial-a-mum.org.au)

**Autism Advisory and Support Service**

1300 222 777

24 hour Autism Hotline

[www.aass.org.au](http://www.aass.org.au)

**Domestic Violence Line**

1800 656 463

1800 671 442 (TTY)

24 hours 7 days

**Family Planning Information Line**

1300 658 886

[www.fpnsw.org.au](http://www.fpnsw.org.au)

**Child Support Agency**

[www.csa.gov.au/](http://www.csa.gov.au/)

**Child safety and medical services**

**Kidsafe**

02 9845 0890

[www.kidsafensw.org](http://www.kidsafensw.org)

**Kids Careline**

02 4921 2800 (Newcastle area)

**Kidsnet**

02 9845 0000 (statewide)

**Poisons Information**

13 11 26

24 hours a day, 7 days a week – Australia wide

## **Children's Hospital Randwick**

02 9382 1111

[www.sch.edu.au](http://www.sch.edu.au)

## **Children's Hospital Westmead**

02 9845 0000

[www.chw.edu.au](http://www.chw.edu.au)

## **Early Childhood Centres (NSW Health)**

To find your local Early Childhood Centre, look under 'E' in the White Pages or visit [www1.health.nsw.gov.au/services](http://www1.health.nsw.gov.au/services)

## **For kids**

### **Kids Help Line**

1800 55 1800

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

### **Reachout**

A web based service that helps young people get through tough times.

[www.reachout.com.au](http://www.reachout.com.au)

## **Mental health information**

### **SANE Australia Helpline**

9am – 5pm weekdays for mental health information and referral to support services

1800 18 SANE (1800 18 7263)

[www.sane.org](http://www.sane.org)

## **The Butterfly Foundation**

02 9412 4499

The Butterfly Foundation is a national organisation that provides support to Australians who suffer from eating disorders and negative body image issues.

[www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au)

## **School education**

### **HSC Advice Line**

(open from mid October)

[www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au)

### **NSW Department of Education and Training**

02 9561 8000

[www.det.nsw.edu.au](http://www.det.nsw.edu.au)

## **Road safety**

### **Safe driving – Roads and Traffic Authority (RTA)**

132 213

[www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

## **Drugs & alcohol information**

### **Alcohol and Drug Information Service (ADIS)**

02 9361 8000

1800 422 599 (Freecall)

### **Family Drug Support**

1300 368 186 (cost of a local call Australia wide)

24 hours 7 days

[www.fds.org.au](http://www.fds.org.au)