

Newsletter

TERM 1

FEBRUARY TO APRIL 2025



PORT STEPHENS
FAMILY AND
NEIGHBOURHOOD
SERVICES



See more online -
scan QR Code

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THIS NEWSLETTER COMES TO YOU FROM WORIMI COUNTRY

We at Port Stephens Family & Neighbourhood Services Acknowledge the Traditional Custodians of the land on which we work and live; we recognise the Worimi peoples continued connection to this land and we pay our Respect to Elders past, present and emerging.

Contact Us:

Jacaranda Ave office

4987 1331



- Neighbourhood Centre
- Homelessness support
- Food and financial assistance
- Information & referral

Phillip St office

49 800 800

- Domestic and Family Violence (DFV) support
- Child, Youth & Family support
- Supported playgroups & cultural groups
- Parenting & DFV programs

Find us on socials:



Facebook

- Port Stephens Family and Neighbourhood Services
- The Deck - Youth Venue
- Tilligerry Family Network



Instagram

- familyandneighbourhoodservices
- thedeck2324
- tilligerryfamilynetwork

All our services are FREE

A safe place for all





TILLY NATURE PLAY

Free guided Nature Play to assist your child (aged 0-5) to support their learning, build confidence, and develop friendships.

Story time and picnic provided.
All Tilligerry families welcome.

For more info, call 49845298 or text 0438977703 (we can only be contacted Mondays, Tuesdays and Wednesdays).



MONDAYS

9.30am - 11.30am

**Various outdoor areas in Tilligerry
Lemon Tree Passage Rd, Mallabula**

HABITAT KIDS CLUB - TILLIGERRY

Habitat Kids Club is an after school group that aims to facilitate self-esteem and confidence building in its participants.

The children, whilst learning about their local environment, are also learning valuable things about themselves. For children in years 1 & 2.

Booking required. Call 4984 5298 to book.



MONDAYS

After school til 5pm

Lemon Tree Passage Rd, Mallabula

PLAYTIME PLUS - TILLIGERRY

Fun activities including painting, play dough, puzzles, outdoor play and craft.

Parents / carers can access a range of learning experiences to promote children's development as well as information about health and child safety.

No booking required, just drop in!

For more info, call 49845298 or text 0438977703 (we can only be contacted Mondays, Tuesdays and Wednesdays).



TUESDAYS

10am - 12pm

**Mallabula Hall
Lemon Tree Passage Rd, Mallabula**

TILLY LEGENDS

Tilly Legends is an after school group for children in years 5 & 6.

The aim of this group is to provide after school activities for children and support in their senior primary school years.

Booking required. Call 4984 5298 to book.



TUESDAYS

After school til 5pm

**Mallabula Hall
Lemon Tree Passage Road, Mallabula**



PORT STEPHENS
FAMILY AND
NEIGHBOURHOOD
SERVICES

SEWING AND YARNING GROUP

Are you keen to learn new skills, have a yarn, eat some food and just hang with your sistas?

KARUAH COMMUNITY
MONDAYS
10AM - 12PM

To come along, call:
Aunty Michelle 0434212480 or
Barbara 0447688328

Morning tea provided

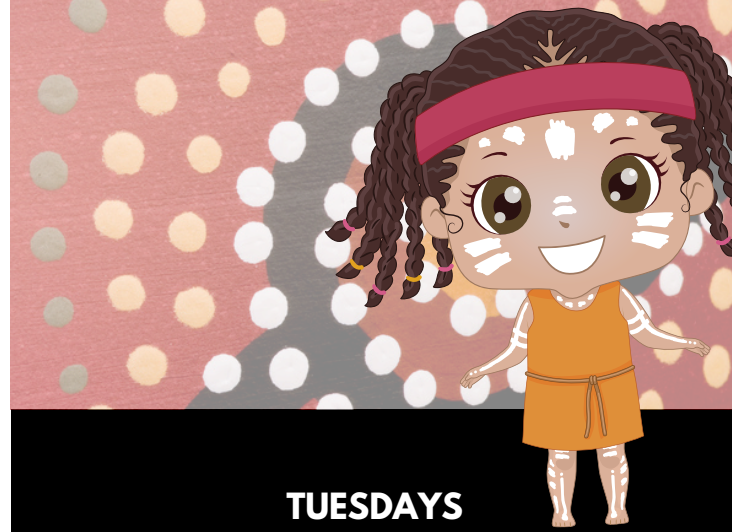
PSFaNS groups run in school terms (excluding week 1).

CULTURAL PLAYTIME PLUS

Children are offered culturally enriching play opportunities such as painting, playdough, arts and crafts, story time and outdoor activities. This is a great place for children to make new friends and have fun together.

For more info, call 49 800 800.

No booking required just drop in!



TUESDAYS
10am - 12pm
3 Phillip St, Raymond Terrace



CULTURAL SPACE

Come along after school and have some fun doing Aboriginal crafts and activities.

Hang with your mob, have a bite to eat and have a yarn! For Ages 5–12 years.

For more info call 49 800 800.

No booking required, just drop in!



TUESDAYS & WEDNESDAYS
3.30pm - 4.30pm
3 Phillip Street, Raymond Terrace

PLAYTIME PLUS - RAYMOND TERRACE

Fun activities including painting, play dough, puzzles, outdoor play and craft.

Parents / carers can access a range of learning experiences to promote children's development as well as information about health and child safety.

For more info call 49 800 800.

No booking required, just drop in!



WEDNESDAYS
10am - 12pm
3 Phillip St, Raymond Terrace

YOUNG PARENTS GROUP

Young Parents Group is a fun, relaxed space for Young Parents under 25 years and their bubs.

Come along and meet other parents, share your experiences, join in some activities or sit back and take it easy - it's up to you!

Morning tea provided.

For more info call Nichola on 4987 1331.

No booking required, just drop in.



THURSDAYS
10am - 12pm
3 Phillip St, Raymond Terrace

ART THERAPY

Art therapy is a therapeutic program that allows you to focus on the present moment.

Art therapy group helps you to slow down and experience life in a peaceful, safe and creative environment.

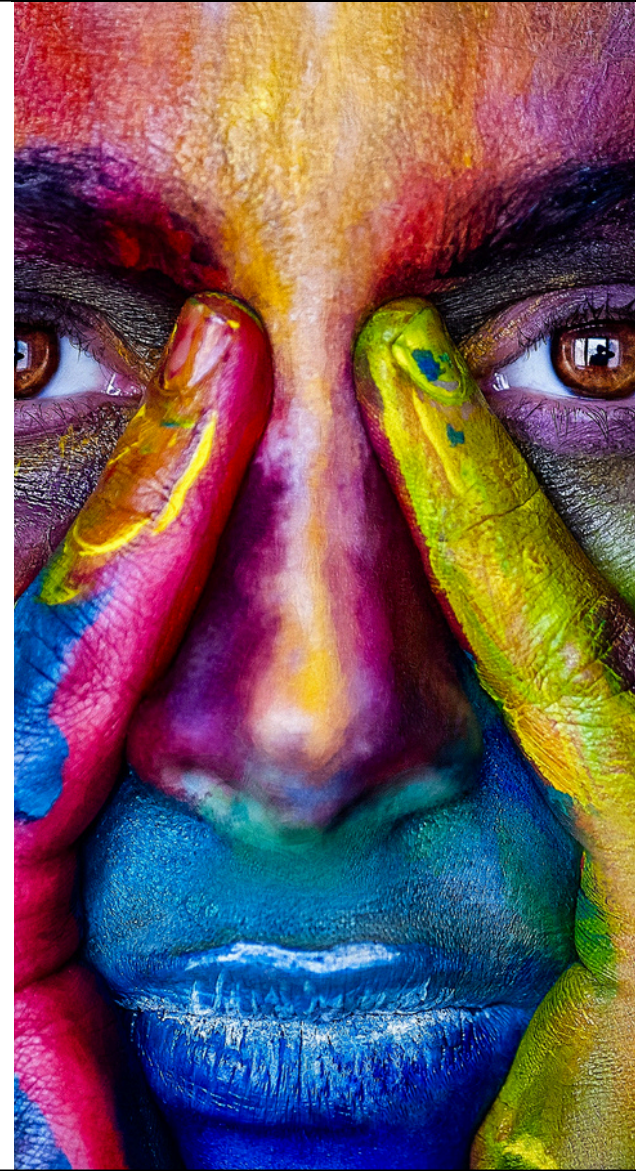
A place to meet with like-minded people as well as being a safe place to fall amidst life's chaos. It is an alternative for those who may find counselling a little daunting at this time in their lives.

It is a way to build self-esteem and self-awareness through drawing, painting, art journaling, paper mache and many more forms of art. It is a place to slow down with like minded people.

You don't need to have any skill level, just an interest in arts and crafts. We supply all of the resources.

Art Therapy is offered to current clients of PSFaNS.

Talk to your caseworker about how to be a part of this alternative therapy group and come along and have some arty fun.



SCHOOL HOLIDAYS

PSFaNS often run school holiday groups and activities for children and young people.

Check our social pages to see what's on in the upcoming school holidays (events will be posted at the start of the holidays or just before).



Port Stephens Family and Neighbourhood Services
The Deck - Youth Venue
Tilligerry Family Network



familyandneighbourhoodservices
thedeck2324
tilligerryfamilynetwork



Free to be you



Free To Be You is a drop in afternoon for young people (**aged 12 - 20**) in Port Stephens who identify as LGBTQIA+ or who are questioning their sexuality or gender identity.

Free To Be You aims to provide:

- a safe, autonomous, supervised space for LGBTQIA+ young people;
- a social network and friendships between young people which may not be available to them otherwise. This connection aims to reduce stigma, social isolation and increase self-esteem and connectedness;
- group activities;
- positive role models;
- discussions on current LGBTQIA+ politics or topics relevant to this group;
- resources on local LGBTQIA+ services, resources, supports and other youth services.

For more information,
phone 49 800 800 or text 0498 118 335.

Every 2nd MONDAY
2pm - 5pm
1a Kangaroo St,
Raymond Terrace

Wednesday Youth Drop In

'The Deck' Youth Venue is a place to drop in with friends, to make friends or to come and grab a feed.

We offer a safe space for all young people aged strictly from 12 to 18 to hang out, play Xbox, PlayStation, computer games, pool, watch Netflix, use the internet, join in art & craft & jewellery making and much more!

Come & join in with regular events and activities such as movie nights, holiday activities, cooking and heaps more!

For more information,
phone 49 800 800 or text 0498 118 335.

WEDNESDAYS
2.30pm - 5pm
1a Kangaroo St,
Raymond Terrace



TUNING IN TO KIDS

A six session parenting program for parents of children 4 - 11 years.

Would you like to learn how to:

- help your child learn to manage their emotions?
- help to prevent behaviour problems in your child?
- teach your child to deal with conflict?

Childminding available (spaces limited).

Booking required - Call 49 800 800



Not running in term 1

TUNING IN TO TEENS

A six-session parenting program for parents of adolescents

Would you like to learn how to:

- Be better at talking with your teen?
- Be better at understanding your teen?
- Help your teen learn to manage their emotions?
- Help to prevent behaviour problems in your teen?
- Teach your teen to deal with conflict?

Booking required - Call 49 800 800



WEDNESDAYS

19/2/25 - 26/3/25

10am - 12pm

The Deck Youth Venue



CIRCLE OF SECURITY

BOOKINGS ESSENTIAL

call Phone 49 800 800 or
Bianca on 0448 122 845/
bianca.teixeira@interrelate.org.au

WEDNESDAY

10AM - 12PM

from 12 February to 2 April
8 sessions to be attended

VENUE

Port Stephens Family and
Neighbourhood Service
5 Phillip Street, Raymond Terrace NSW 2324

COST

Morning Tea provided,
Child minding available (limited)

Circle of Security is a program designed for parents and carers of children aged 0-12 years who want to strengthen the bonds with their children and would like support to help their children to build secure relationships.

Participants are encouraged to look beyond their children's behaviour to identify and respond to the emotional needs to help prevent issues in the family.



HAVE YOU HEARD ABOUT THE HIPPY PROGRAM?

Do you have a child who is turning 3 years old?

The Home Interaction Program for Parents and Youngsters (HIPPY) is a two year home based program that empowers parents and carers to be their child's first teacher.

HIPPY offers families with children aged 3 - 4 years of age a foundation for learning in the home, supporting successful transition to school and future school participation.

The HIPPY program is delivered to the parents and carers by home tutors through home visits and group gatherings. Families from Raymond Terrace and surrounding areas are encouraged to participate in this free program.

The HIPPY program also has paid employment opportunities for parents and carers from the local community (who have or have had a child in the program) to gain work as home tutors.



Best of all, the HIPPY program is FUN for everyone involved.

IF YOU WOULD LIKE TO KNOW MORE OR WOULD LIKE TO JOIN THE PROGRAM PLEASE CONTACT OUR HIPPY COORDINATOR:

Rachel Small On 49 800 800

THIS IS A FREE PROGRAM





Are you living with someone who uses power and control over you?

Domestic and Family Violence is when one person exerts power and control over another. It is widespread in our society and affects many women and children's lives.

Women have fought for many years to have services available to women and children who are living with Domestic and Family Violence PSFaNS is funded to provide assistance for women and children in these circumstances - you don't need to do it alone.

Some of what we can help with at PSFaNS:

(it all depends what's right for you)



Legal support

Talking to Police and getting an Apprehended Violence Order (AVO) and help with the legal process



Help with housing

To stay in your home, to move or to temporarily move out



Home & personal security devices

Helping you and your children to feel more safe and secure



Managing finances

Financial counselling, Centrelink help, food and bill help, rental subsidies for those eligible



Women Speak

A supportive group (Children Speak is offered at the same time)



Supported Groups

Playgroups, children's groups & parenting programs, counselling and more...

Phone: 49 800 800 Referrals: shlv@psfans.org.au

If you are homeless because of Domestic and Family Violence, ring our Homelessness Team - 4987 1331 (9am - 5pm Monday to Friday).

After hours - the Domestic Violence Line 1800 65 64 63 (24 hours) will find you somewhere to stay and will let us know so we can contact you the next day to see what support you need.

Domestic Violence Line - A trained female counsellor will answer your call. She is sensitive to the needs of women who have experienced domestic and family violence. You can ring as often as you need to at any time, day or night. The female counsellor will listen to you, without judgement and won't make you do anything you don't want to do. She can give you information on what you can do and help you decide on your options.

WOMEN SPEAK

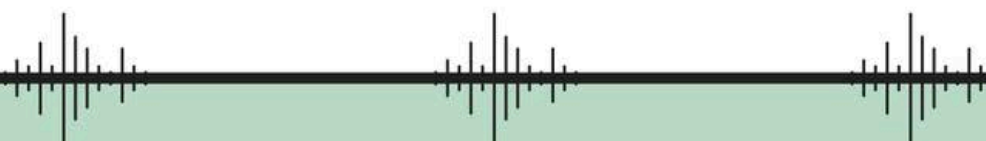
Women Speak



Women Speak is a program for women who have or who are experiencing Domestic and Family Violence.

Domestic and Family violence affects people from all cultures, ages, genders, religions and sexual orientations. It is a pattern of behaviour in which a family member (partner, parent, child) tries to seek power or control over the other.

Women Speak runs for 6 sessions and enables women to support each other.



When: Tuesdays

Date/s: 18th February to 25th March 2025

Time: 10am - 12pm

Where: 5 Phillip St, Raymond Terrace

 **BOOKINGS ESSENTIAL PHONE 49 800 800**



Child minding available but places are extremely limited and assessed on a case by case basis



Scan QR Code for more information



MENS FAMILY SAFETY

Our Men's Family Safety Worker provides supports to men and young men in the Port Stephens's LGA who have previously used or are currently using violence including domestic or family violence.

Is this you?

- Do you, your partner, family or friends have any worries about your behaviours towards your family?
- Have difficulty managing your feelings and making safe choices when you're angry?
- Would you like things to be different for you as a person, a father, a partner, a family or friend?

Services include:

- Assist in making safer choices and managing feelings;
- Assist in adjusting to life changes in response to any AVO or ADVO conditions in place;
- Assist with any housing challenges or crisis including homelessness or at risk of becoming homeless;
- Assist the man or young man in becoming the person, father or partner they want to be and achieve what is important to them;
- Assist in managing mental health and stresses through discussion and exploring the services available.

Asking for assistance can be a difficult step and it starts with a chat – it's a free and voluntary service. If you are not sure but would like to find out more, please call for a chat with the men's worker to see if this is for you.

PSFaNS Men's Family Safety Worker - Supports men to work towards respectful relationships and family safety

Phone: 4987 1331
Referrals: shs@psfans.org.au

I RESPECT PROGRAM

I Respect is a program to educate and encourage high school boys (or groups of boys in sports clubs for example) to examine their attitudes and beliefs about manhood.

It is about teaching men and boys about healthy and respectful manhood to better support each other emotionally and hold each other to account, while ensuring girls and women are safe and considered equal.

The authors of the program recognise that the underlying causes of violence and discrimination against women and girls are rooted in the ways women have been traditionally viewed and treated in our society. The goal of the I Respect program is to raise awareness about healthy, respectful manhood and prevent violence and discrimination against all women and girls.

In summing up, it:

- promotes healthy, respectful manhood;
- decreases language and actions that degrade women, girls and other marginalised groups;
- challenges harmful cultural and social norms;
- decreases instances of bullying and homophobia.

We run workshops in and/or with Port Stephens High Schools each term. If you are interested in accessing this program for your school or group give us a ring on 49800800.

SPECIALIST HOMELESSNESS SERVICES (SHS)

WHAT WE CAN DO TO HELP YOU

We offer services that may prevent you from becoming Homeless. For example, helping you find affordable accommodation, free financial counselling, referral and access to Housing Pathways products (Hume), building a relationship with local real estate agencies so that if you get in trouble with rental payments, maintenance etc. they contact us so we can help you get back on track.

EARLY INTERVENTION

For example, you may be in a situation such as Domestic Violence and have not left because you cannot see any way out. We will support you to find alternative accommodation and other services to help you and your children.

THOSE PEOPLE WE CAN HELP INCLUDE

Single people, partnered people with and without children in their care, young parents, young people, single parents, and anyone escaping domestic or family violence.

WHO IS ELIGIBLE

Those who are 'at risk' of becoming homeless or be homeless with no immediate accommodation in place, this could mean you have received or are about to receive an eviction notice.

RENT IT TO KEEP IT

A short course about the private rental market and you!

- Thinking about renting a place?
- Want some tips on how to find and keep a place?
- Need to know your rights and responsibilities as a tenant?

Bookings essential - Call 4987 1331



Phone: 4987 1331
Referrals: shs@psfans.org.au



Not running in term 1

CHILD & FAMILY COUNSELLING

Our counsellors/caseworkers are all qualified and experienced. They can meet with you in your home, at one of our centres or other venues convenient to you.

To arrange to meet with a counsellor/caseworker you can call the centre or drop in. We do usually have a waiting list but we will make every effort to see you as soon as possible – and you can always speak with a worker at our group programs.

We have close links with local schools and other organisations/agencies that support children and young people. Coming to see someone for the first time can be a difficult step.

If you are not sure if you want to see someone, but would like to find out more, please give us a ring and have a chat with one of our friendly counsellors/caseworkers.



Phone: 49 800 800
Referrals: caf@psfans.org.au

YOUTH & FAMILY COUNSELLING

Is this you?

- Want some information
- Not happy
- Sad too often
- Need some help getting back to school
- Can't talk to anyone
- Being bullied
- No one listening
- Something big has happened
- Angry too often
- Keep getting in to trouble

Who Is This For?

Young people between the ages of 12 and 18 years and their families and carers.

What do we do?

- Counselling;
- Casework - which is working with someone to achieve things that are important to them;
- Referral to another service that may be useful or better placed to assist you.



Phone: 49 800 800
Referrals: yaf@psfans.org.au

ERF (EMERGENCY RELIEF FUNDING)

Anyone can experience hard times, and at PSFaNS, we are here to help.

Our 'Neighbourhood Centre' at 3 Jacaranda Ave, Raymond Terrace, provides financial assistance, information and referrals to a range of local programs and services.



GROCERY OR FUEL VOUCHERS

If you are struggling financially, we may be able to provide assistance with grocery or fuel vouchers.

Appointments can only be made on the day, and can be conducted either in person or by phone, with vouchers able to be sent via email or collected in person from the office.

Due to the high demand, it is suggested people call at 9am to make an appointment.



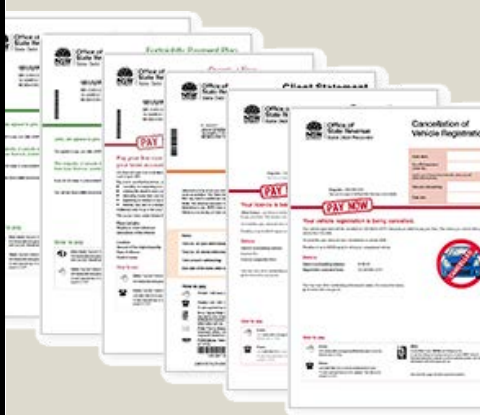
SHORT TERM FINANCIAL HARDSHIP

If you are experiencing a change in circumstances, or short term financial crisis, we may be able to provide assistance to help with your electricity and gas bills. We can also provide assistance with Council and Water rates (if you own your own home).

Phone: 4987 1331 for an appointment



WORK & DEVELOPMENT ORDERS (WDO'S)



Do you have a debt with Revenue NSW?

You may be eligible to "pay off" your debt by coming to any of our groups/programs, or seeing one of our workers (e.g Aboriginal/Early Childhood/Child, Youth & Family/Homelessness/Domestic and Family Violence).

By coming to just one playgroup, parenting group, one of our programs or engaging in casework, you will earn \$50 per hour of attendance off your debt.

If you are eligible, any payments (e.g through Centrepay) will stop immediately and you will begin to "pay off" your debt. Any license restrictions (for non-payment of fines) will lift overnight.

Ask your PSFaNS worker or call 4987 1331 for more information

SCHOOL STUDENT BROADBAND INITIATIVE

FREE internet at home **until June 2028** for unconnected students.

Students in eligible premises will have access to:

- Broadband for 12 months
- A modem / router
- unlimited data
- 50/20 speed



To be eligible, families must:

- have no existing NBN connection
- have a school aged child (K/P-12) in 2023
- live in an NBN serviceable premises which is within nbn's cost threshold.

Current clients can ask their worker about this.

If you are not engaged with PSFaNS you can contact **The National Referral Centre on 1800 954 610**, who can check your eligibility.



HARM MINIMISATION SERVICE

The NSW Needle and Syringe Program (NSP) is an evidence based public health program that aims to protect the community from the spread of infections such as of HIV and Hepatitis C.

3 Jacaranda Ave, Raymond Terrace provide free and confidential access to new injecting equipment in order to prevent the sharing of equipment.

Condoms are also available.

MEDICATION PROGRAM FOR HOMELESS AND THOSE ESCAPING DOMESTIC AND FAMILY VIOLENCE

DO YOU NEED HELP PAYING FOR YOUR PBS PRESCRIPTION MEDICATION?

- AND are you homeless, living in temporary accommodation, couch surfing, escaping domestic or family violence?
- AND do you have a health care card/number?
- AND a MEDICARE Card/number?

Call 49871331 or 49800800 to arrange.

Scripts will be processed through Capitol chemist Raymond Terrace





Oz Harvest is an Australian food rescue organisation which collects surplus food from local businesses and supermarkets and distributes it throughout the community.

Oz Harvest is available from the Neighbourhood Centre, 3 Jacaranda Ave, Raymond Terrace on Mondays.

Call 4987 1331 at 10am on Monday morning to register.

Pick up of hampers at the door on Monday afternoon (3pm - 4pm).

Hampers can only be received once per fortnight.

FOOD HAMPERS

Monday morning before 10.30am, families (max 8 per week) can receive a referral for a food hamper at St Johns Anglican Church.

Can be accessed once a month only.

Call 4987 1331 to register.



SECONDBITE

SecondBite is a Food Charity and Rescue organisation. Dedicated to rescuing surplus food for Australian charities, community groups & food banks nationwide.

Secondbite is available for our Tillygerry families on Mondays.

Speak to your Tillygerry team for more info.

BREAD

Loaves of bread are delivered to 3 Jacaranda Ave, Raymond Terrace on Wednesdays and people can come in during open hours and get a loaf.



HEADSPACE EXTRA



This program aims to support young people between the ages of 12-25 years who may be experiencing more chronic and episodic moderate to severe mental illness and other psychosocial stressors impacting on a young person and their families' level of functioning. It specifically targets young people with more complex needs, in particular Aboriginal and Torres Strait Islander young people.

Youth Extra will provide a longer term level (up to 12 months) of support involving both clinical and psychosocial support to assist with reducing the impact level of chronic severe mental health impairment on young people and their families. Youth Extra is based at 3 Jacaranda Ave, Raymond Terrace.

Eligibility Criteria—

Any clients aged 12-25 years who are assessed as having chronic and episodic moderate to severe mental illness and other psychosocial stressors, with moderate or severe functional impacts on young people and their families.

The referral pathway into the program is the same as a Headspace Newcastle referral by way of completion of the referral form located on the website

<https://headspace.org.au/headspace-centres/newcastle/>.

To refer to Youth Extra, please call 4929 4201 or speak with the intake team if you are uncertain.



ABORIGINAL LEGAL SERVICE



Aboriginal Legal Service
(NSW/ACT) Limited

Need help to keep you and your family safe?

The Aboriginal Legal Service is introducing a new, culturally safe service for women & children and young people in the Hunter.

Get free and confidential help with legal and related issues. Come and have a cup of tea and a yarn in our safe meeting space.

ALS visit 3 Phillip St, Raymond Terrace on Wednesdays from 10am to 12pm on the following dates:

12th February 2025 | 12th March 2025 | 16th April 2025

Children can participate in a culture playgroup while their parent attends the clinic between 10am-12pm.

No booking required, just drop in.



NORTHCOTT

Are you concerned about your child's behaviour or concerned your child is not doing things expected for their age? Northcott will have a yarn with you about your child's needs and assist you to apply for the NDIS (if that's the best way to support your child).

Northcott will be visiting some groups at 3 Phillip St throughout 2025. Group times 10am-12pm.

For more information, call 49 800 800.

Dates for 2025

Playtime Plus:

- Wed 7/5/25
- Wed 20/8/25
- Wed 19/11/25

Young Parents:

- Thu 3/4/25
- Thu 31/7/25
- Thu 23/10/25

FINANCIAL COUNSELLING

- Are you spending more than you earn?
- Are you finding it difficult to make ends meet?
- Are you behind in your house or car payments?
- Do you think you may have a gambling problem?
- Are you thinking you may need to consider bankruptcy?

A financial counsellor from Hunter Valley Project Inc provides free financial counselling at 3 Jacaranda Ave, Raymond Terrace on Tuesdays.

Appointments are necessary.

Phone: 4933 8999 to make a booking



HRNILS



The Hunter Region No Interest Loan Scheme (HRNILS) provides individuals and families on low incomes access to safe, fair and affordable credit. No Fees ~ No Interest ~ No Charges

Loans for amounts of up to \$1500 are available for essential goods and services and repayments are set up at an affordable amount for 12 to 18 months.

For more information call the HRNILS Head Office on 4987 7660



SUPPORT WITH CENTRELINK

Having trouble?

A worker from the Centrelink Community Outreach Team conducts appointments every 2nd Friday at 3 Jacaranda Ave, Raymond Terrace from 10.00am to 12.00pm.

To make an appointment phone 4987 1331



ASSISTANCE WITH TAX RETURNS

From August to November, a tax agent is available to help with straight forward tax returns.

Phone appointments are available if you have a MyGov account.

Appointments essential.

To make an appointment phone 4987 1331

Our service is committed to strengthening families and providing the best quality services to the community by having Social Justice principals, rights, equity, access and participation underpinning the service aims and objectives.

Port Stephens Family and Neighbourhood Services is an incorporated not for profit organisation providing community services in the Port Stephens LGA.

Port Stephens Family and Neighbourhood Services is an amalgamation of Port Stephens Family Support Service and the Raymond Terrace Neighbourhood Centre; both centres delivering service to the Port Stephens Community for over 35 years.

While our offices are located in the Raymond Terrace and Mallabula vicinity, our service provides support to people in Fingal Bay, Soldiers Point, Anna Bay, Swan Bay, Tomago, Karuah, and all the suburbs in between!!



**Industry
Partnership**

Homelessness NSW
Domestic Violence NSW
Foundations

OUR LOCATIONS + Providing outreach to all areas in Port Stephens



**3 Jacaranda Ave
Raymond Terrace
4987 1331**

Address:

3 Jacaranda Ave,
Raymond Terrace
NSW 2324

Postal Address:

Po Box 391,
Raymond Terrace
NSW 2324

Phone: 4987 1331



**3 Phillip St
Raymond Terrace
49 800 800**

Address:

3 Phillip Street,
Raymond Terrace
NSW 2324

Postal Address:

Po Box 391,
Raymond Terrace
NSW 2324

Phone: 49 800 800



**1a Kangaroo St
Raymond Terrace
c/- 49 800 800**

Address:

1a Kangaroo St,
Raymond Terrace
NSW 2324

Postal Address:

Po Box 391,
Raymond Terrace
NSW 2324

**Phone:
c/- 49 800 800**



**Mallabula Hall
Lemon Tree Passage Rd
4984 5298**

Address:

Mallabula Hall,
Lemon Tree
Passage Rd,
Mallabula NSW 2319

Postal Address:

Po Box 391,
Raymond Terrace
NSW 2324

Phone: 4984 5298

IMPORTANT PHONE NUMBERS

Link2Home 1800 152 152

Domestic Violence Line 1800 656 463

Kids Helpline 1800 551 800

Child Protection Helpline 132 111 (TTY 1800 212 936)

Parent Line 1300 1300 52

24 Hour Mental Health Line 1800 011 511

MensLine 1300 78 99 78

Emergency 000



www.psfans.org.au

FAQ'S

- Who do you help?** Anyone residing in the Port Stephens LGA. Single people, partnered people with and without children in their care, young parents, young people and single parents.
- Do you only help people in Raymond Terrace?** No, we outreach to ALL areas in the Port Stephens LGA. From Fingal Bay to Karuah, Anna Bay to Williamtown and all places in between!
- What if I have no way to get to you?** Our counsellors / caseworkers can meet you in your home, at one of our centres or somewhere else convenient to you. We can now also provide Emergency Relief appointments over the phone. Transport is available to some groups.
- Why do you have 2 offices in Raymond Terrace?** Port Stephens Family and Neighbourhood Services is an amalgamation of Port Stephens Family Support and Raymond Terrace Neighbourhood Centre since 2014. Until we find a space big enough to fit us all, we are based out of our previous service offices.
- How do I know which office to call?** It can be confusing as Google only allows us 1 main listing, but we have 4 service locations. Details for all 4 sites on page 17. The phone number to call is listed under each individual service / program.
- Are all your services really free?** Yes. Port Stephens Family and Neighbourhood Services are a not for profit, non-government organisation. All of our services are free thanks to our funding bodies.
- Do you accept donations?** Yes. We accept new or as new clothing that is clean, very good condition (without stains, pilling, holes or tears). Larger items we can accept but we do not have any storage space so we will try to find someone who needs your bulky items before accepting them on site (if you have the time to wait while we do that). If making a cash donation, you can select where you would like your funds to go. Supporting the homeless, trauma packs for children, support for families escaping domestic violence, food help for those in need, supporting disadvantaged kids to join after school sports or music lessons. So many options! All donations over \$2 are tax deductible. Head to our donations page for more info
<http://www.psfans.org.au/make-a-donation/>
- Can I volunteer?** Yes. We value volunteers and it is important to us that you take on roles that you are comfortable with and that you enjoy. For more information on volunteering, head to our website <http://www.psfans.org.au/contact/volunteering/>

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