

Newsletter

TERM 2

MAY TO JUNE 2022



PORT STEPHENS
FAMILY AND
NEIGHBOURHOOD
SERVICES

Inside this issue... Page

Playgroups & After School Groups	2-4
The Deck Youth Venue	5
Parenting Programs	6-7
Domestic Violence Programs	8
Domestic Violence Support	9
Homelessness Support	10
Counselling Services	11-13
Food & Financial Assistance	14-16
About Us	17
FAQ's	18



THIS NEWSLETTER COMES TO
YOU FROM WORIMI COUNTRY



What areas we cover:

While our offices are located in the Raymond Terrace and Mallabula vicinity, our service provides outreach support to ALL AREAS in Port Stephens. From Fingal Bay to Soldiers Point, Anna Bay to Swan Bay, Tomago to Karuah and all the suburbs in between!!

Proudly funded by:



Communities
& Justice



Australian Government
Department of the
Prime Minister and Cabinet



Australian Government
Department of Social Services



Brotherhood of St Laurence
Working for an Australia free of poverty



Australian Government
Attorney-General's Department
Ministry for the Arts

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.

All our services are FREE

A safe place for all



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.

Bookings essential. Call 4984 5298.



MONDAYS

Not running in term 2. We look forward to welcoming everyone back in term 3.

BA-RA BOOLARNG PLAYGROUP

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.

Bookings required. Call 4987 4674.



TUESDAYS

10am - 12pm

**Starting back 24/5/22
3 Phillip St, Raymond Terrace**

TILLIGERRY PARENT GROUP

A cuppa and conversation for parents / carers. Themes covered have included: Healthy lunch boxes; managing during difficult times; balancing your budget; mindfulness and dealing with stress to name just a few.

The group has a children's group that is run alongside the parents group which is staffed by early intervention children's workers.

Bookings required. Call 4984 5298.



TUESDAYS

10am - 12pm

**Various offsite activities
Call 4984 5298 to enquire**

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 5–15 years.

Bookings essential. Call 4987 4674.



TUESDAYS

3.30pm - 4.30pm

**Starting back 24/5/22
3 Phillip Street, Raymond Terrace**

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.

Bookings essential. Call 4984 5298.



TUESDAYS

Not running in term 2. We look forward to welcoming everyone back in term 3.

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.

Bookings required. Call 4987 4674.



WEDNESDAYS

10am - 12pm
Offsite farm visits in Term 2
Regular group back in Term 3

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.

Bookings required. Call 4984 5298.



WEDNESDAYS

10am - 12pm
Mallabula Sports Complex Park

HOMEWORK GROUP

A quiet place to do your homework, have a bite to eat and have some **FUN!**

Come along and join Emma on Wednesdays.

Don't forget your homework!!

Bookings essential. Call 4987 4674.



WEDNESDAYS

3.30pm - 4.30pm
5 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! Yummy morning tea provided with a recipe so you can make at home too.

Bookings required. Call 4987 4674.



THURSDAYS

Not running in term 2. We look forward to welcoming everyone back in term 3.

KINDY REC

Have fun!
Be active!
Grow fit and strong!

For children 4yrs to school age. Free for children enrolled in our HIPPIY Program.

Transport available.

Booking required. Call 4987 4674.



FRIDAYS

**11am - 12pm
PCYC Raymond Terrace**

ART THERAPY

Art Therapy is a way to build self esteem and self awareness, and to help resolve conflict and stress through drawing, painting, art journalling, collaging, mixed media and sculpting. It is a fun and alternate way to explore personal issues, and to help manage stress and anxiety.

Art therapy can be useful for many reasons, including

- to express feelings that may be difficult to verbalise
- to develop healthy coping skills and focus
- to improve self-esteem and confidence
- to increase communication skills
- to share in a safe nurturing environment
- to improve motor skills and physical co-ordination
- to identify blocks to emotional expression and personal growth.

Groups run both during school hours and after school.



Art Therapy is offered to current clients of PSFaNS. Contact your worker for more information. Places are limited.

The DECK YOUTH VENUE

A safe space for 12 to 18 year olds

'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!

Call 4987 4674 for more information
After hours line (5pm-6pm) - 0498 118 335



WEDNESDAYS
2.30pm - 6pm
The Deck Youth Venue
1a Kangaroo St,
Raymond Terrace

YOUTH FOCUSED MONDAYS

Services and programs available:

- Support for young people sleeping rough, couch surfing, or at risk of homelessness
- Shared housing registry and accommodation tips
- Referrals to counselling & mental health services
- Subsidised rental programs for eligible applicants
- Help with Centrelink / Centrelink appointments
- Brokerage assistance
- Referrals to legal services'
- Rent It, Keep It' - a program designed to help participants understand a tenants rights & responsibilities
- Living skills program
- Job ready program
- Computer and internet access
- Access to WDO's - pay your fines through participation in programs or case management
- Referral to support groups such as Women Speak, Tuning in to Kids and more...

Please call or email for further information or referrals.

Phone : 4987 1331 Email: yfm@psfans.org.au



MONDAYS
10am - 4pm
The Deck Youth Venue
1a Kangaroo St, Raymond Terrace

TUNING IN TO KIDS

A six session parenting program for parents of children 2 - 12 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).

Bookings essential - Call 4987 4674



THURSDAYS

19/5/22 - 23/6/22

10am - 12pm

3 Phillip St, Raymond Terrace

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?

Bookings essential - Call 4987 4674



THURSDAYS

19/5/22 - 23/6/22

12:30pm - 2:30pm

3 Phillip St, Raymond Terrace

MINDFUL PARENTING

A 24 week program for parents living with "distress, insecurity, impulsiveness, confusion and black & white thinking".

Parents attend:

- 1 Individual meeting to talk about the program
- ↓
- 3 group sessions learning some core DBT skills and talking about what you want from the program
- ↓
- 10 individual sessions of Dialectical Behaviour Therapy (DBT) with Psychologist
- ↓
- Another 3 group sessions on DBT and Parenting
- ↓
- 7 weeks of Circle of Security, Tuning in to Kids or Tuning in to Teens Parenting group program (dependant on children's ages).
- ↓
- 1 x final Mindful Parenting group session

Child minding and transport can be provided. To participate parents will need to have an individual caseworker from a relevant service/agency. Each program is limited to 6 participants.



**Caseworker to phone
49874674 and ask for the
Psychology team.**



Have you heard about the HIPPY Program?

Do you have a child turning 3 next year?

The **H**ome **I**nteraction **P**rogram for **P**arents and **Y**oungsters (HIPPY) is a 2 year home based program that empowers parents and carers to be their child's first teacher.

Want to know more?

Call **4987 4674** and ask to speak to Rachel Small.

HIPPY PARENT GROUP

A fortnightly parenting group for those enrolled in the HIPPY program.

As a learning program, HIPPY aims to instil a love of learning in both children and their HIPPY parents by:

- Ensuring children acquire skills and values that promote a desire to learn, which enables school-readiness;
- Improving children's literacy, numeracy and social skills;
- Increasing the HIPPY parents' awareness of their role as their child's first teacher

See your HIPPY Tutor for more information.



Offsite farm visits arranged for Term 2. Regular group back in Term 3.

CIRCLE OF SECURITY

When 'good enough' parenting is good enough

A 8 week relationship Based Parenting Program

- meet with other families and yarn about the joys and challenges of raising young children
- learn about a simple idea that helps us understand the concept of and develop 'secure attachments'

Bookings essential - Call 4987 4674



Not running in term 2. We look forward to welcoming everyone back in term 3.

WOMEN SPEAK

Women Speak is a six week program for women who have experienced or are experiencing domestic violence.

The program runs most school terms and bookings are essential. Children Speak is offered alongside Women Speak and transport is available.

Bookings essential - call 49874674

**THURSDAYS
5/5/22 - 9/6/22
10am - 12pm
3 Phillip St, Raymond Terrace**

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.

The program looks not only at the difficulties caused for women and girls by the rigid gender construct, but for the boys and men as well.

In summing it 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 49874674.

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. There are also teams of volunteers who have your back. For example, if you need to move, Friends with Dignity will furnish and outfit your new home (you never meet them - they come in and do the work and afterwards you move in to a lovely space for you and your children - or just you).

STAYING HOME LEAVING VIOLENCE

Leaving a violent and abusive relationship can be hard. It may mean having to move to a new area and having to start life over with a new home, new job and new school for the kids. You may also be short on money and not in a good mental health headspace.

These are only some of the reasons why women stay in an abusive relationship. Leaving the situation can be pretty stressful and overwhelming, especially with little or no support.

Some of what we offer at PSFaNS (and it all depends on what's right for you):

- Help with talking to the Police and getting an Apprehended Violence Order (AVO)
- Help with housing - to stay in your home or to move or temporarily move out
- Help with making you and your children feel safe and secure and your home secure
- Personal security devices
- Help with finances - financial counselling to help sort through any debts and budgeting with what you have, help with Centrelink and help with food, financial assistance & subsidies for those eligible
- Women Speak - a supportive group each Tuesday at 12.00pm (children speak is offered alongside women speak)
- Counselling for adults, young people, children and families
- Legal advice
- Playtime groups for parents with preschoolers
- Children's groups & Parenting Programs



Phone: 4987 4674
Referrals: shlv@psfans.org.au

If you are homeless because of domestic violence, ring our Homelessness Team - 4987 1331 (9-5 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. She won't blame you or 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.

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.

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



**FOR YOUTH
HOMELESSNESS -
SEE ALSO 'YOUTH
FOCUSED
MONDAYS' ON
PAGE 5**



RENT IT TO KEEP IT

A short course about the private rental market and you!

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

Bookings essential - Call 4987 1331

NOT RUNNING IN TERM 2

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 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: 4987 4674
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: 4987 4674
Referrals: yaf@psfans.org.au

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

PSYCHOLOGY AT PSFANS

Our in-house Psychology team works with adolescents, adults and children with a broad range of mental health issues. Our Psychologists integrate a variety of evidence-based approaches to help you improve your mental health and wellbeing.

The Psychologists are client-centred therapists, which means that they work collaboratively with you to tailor an individualised plan to tackle your current challenges and struggles. The team provides psychometric assessments and also offer psychotherapy, behavioural planning, early intervention, NDIS access support.

Same-day appointments are available for urgent requests, and initial appointments are generally within 7 days. If you feel you could use our Psychology team's services please contact your PSFaNS worker and ask them to complete a referral. Priority for our Psychological services is given to those who have no access to any other Psychological services and who might find it difficult to access services - we can come to you.



Phone: 4987 4674

Referrals: caf@psfans.org.au

LIFELINE COUNSELLING

Are you:

- Feeling anxious or depressed?
- Sad after losing a loved one?
- Experiencing relationship problems?
- Struggling with employment issues?
- Needing help with work/life balance?
- Experiencing mid-life transitions?
- Thinking that life is no longer worth living?



Counselling can help you find solutions to improve your mental health and wellbeing. It can also help you in overcoming emotional, social and behavioural difficulties. Lifeline provides a free counselling service each Monday at 3 Jacaranda Ave, Raymond Terrace.

Appointments can be arranged by calling the Lifeline Newcastle Office on 4940 2000.

WOMEN'S COUNSELLING

Counsellors from the Hunter Women's Centre have appointments every second Thursday at 3 Jacaranda Ave, Raymond Terrace.

Phone the Hunter Women's Centre on 4968 2511 for an appointment.



HEADSPACE EXTRA

Aims of the program

In particular, 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.

Headspace Extra will provide a longer term level 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.

Headspace Extra is usually based at 3 Jacaranda Ave, Raymond Terrace but is currently offering Tele-health appointments.

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 any headspace referral by way of completion of the referral form located on the website <https://headspace.org.au/headspace-centres/newcastle/>.

It is best to contact headspace on 4929 4201 to discuss the referral with our Support Coordinator Marie or our intake team if you are uncertain.



ERF (EMERGENCY RELIEF FUNDING)

ERF is financial assistance. Assistance is also available with Electricity, Gas and Hunter Water (for home owners), and Telstra phone bills (when available). Appointments can only be made on the day. All Emergency Relief appointments, including EAPA and Telstra assessments, are conducted by phone, with vouchers able to be sent via email, text or collected in person from the office.

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

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, seeing a children's or family worker or by volunteering.

Talk to us, we can help!

If you are eligible, any payments (eg through Centapay) will stop immediately and you will begin to "pay off" your debt. Any license restrictions* will lift overnight.

By coming to even one playgroup or parenting group, \$100 will come off your debt.

Phone: 4987 4674 for more information

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 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

CENTRELINK HELP

Having trouble?

A worker from the Centrelink Community Outreach Team conducts appointments every 2nd Wednesday at 3 Jacaranda Ave, Raymond Terrace from 10.30am to 12.00pm.

Appointments can be made by calling 4987 1331



centrelink



TAX HELP

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 3 Jacaranda Ave on 4987 1331

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 people who inject drugs with free and confidential access to new injecting equipment in order to prevent the sharing of equipment.

Condoms are also available.





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

Oz Harvest delivers to 3 Jacaranda Ave on Mondays.

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

Pick up of hampers at the door on Monday afternoon.

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.



BREAD

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

THE SANDWICH CLUB

Every Tuesday morning, a group of volunteers make sandwiches for both local high schools.

They make enough sandwiches not only for the day, but to be frozen and toasted on the other days.

Students who come to school without breakfast and/or lunch are catered for each day. We also supply breakfast to children who are going to school at Karuah Aboriginal Community.



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 30 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
Yfoundations

OUR LOCATIONS + Providing outreach to all areas in Port Stephens



**3 Jacaranda Ave
Raymond Terrace
4987 1331**

Address:

3 Jaccaranda Ave,
Raymond Terrace
NSW 2324

Postal Address:

Po Box 391,
Raymond Terrace
NSW 2324

Phone: 4987 1331

Fax: 4983 1794



**3 Phillip St
Raymond Terrace
4987 4674**

Address:

3 Phillip Street,
Raymond Terrace
NSW 2324

Postal Address:

Po Box 391,
Raymond Terrace
NSW 2324

Phone: 4987 4674

Fax: 4987 3938



**1a Kangaroo St
Raymond Terrace
4987 1331**

Address:

1a Kangaroo St,
Raymond Terrace
NSW 2324

Postal Address:

Po Box 391, Raymond
Terrace NSW 2324

Phone:

c/- 4987 4674



**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



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 Williamstown 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. See front page for a quick guide to our primary services. Details for all 4 sites on page 17.

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, peeling, 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/>



Hi, my name is Barney. You might see me some days at the Phillip St office.

If you or your child are not ok around dogs, please let us know so that we can ensure Barney is not the first to welcome you.



PSFaNS is a registered Covid Safe Org