# Community Service Delivery Arrangement during COVID-19 Restrictions

# Contents

Belong Blue Mountains 4782 1117	1
Blackheath Area Neighbourhood Centre 4787 7770	2
Blue Mountains Aboriginal Culture & Resource Centre 4782 6569	2
Blue Mountains Food Services 4759 2811	3
Blue Mountains Women's Health & Resource Centre 4782 5133	4
CatholicCare Services 8843 2545	4
Connect Child and Family Services 4758 9966	5
Dianella Cottage 4782 9263	5
Elizabeth Evatt Community Legal Centre 1300 363 967	6
Gateway Family Services 4720 6500	6
LEAD Professional Development Association Inc 9620 6172	7
Likemind 8880 8111	7
Mountains Community Resource Network (MCRN) 4759 3599 As at 31 Aug 2020:	8
Mountains Outreach Community Services (MOCS) 4758 6811	8
Mountains Youth Services Team (MYST) 1300 00 6978	9
Mypower Foundations 0477 755 908	9
Platform Youth Services 4760 0800	. 10
Salvation Army - Blue Mountains 0460 816 360	. 10
Springwood Neighbourhood Centre 4751 3033	.11
TAFE	.12
Thrive Services 4782 1555	.12
Wentworth Community Housing 4777 8000	. 13
Western Sydney Family Referral Service 1300 403 373	. 13
Winmalee Neighbourhood Centre 4754 4050	.14

### Belong Blue Mountains 4782 1117

#### As at 2 Sep 2020:

Here are the current changes to Belong Blue Mountains services and programs you may need to be aware of:

#### **Staff Working from Home**

We have as many Belong BM staff working from home/off site as we can support. We are still contactable and operating our services using different means remotely where appropriate

#### **Our Neighbourhood Centres**

Katoomba Neighbourhood Centre is open for drop-in 9am to 1pm, Monday – Friday at 6-10 Station Street Katoomba.

Lower Mountains Neighbourhood Centre is open for drop-in 9am to 1pm Fridays at 33 Hope Street Blaxland.

Mid Mountains Neighbourhood Centre is open for drop-in 9am to 1pm Thursdays at 9 New Street Lawson.

These hours will increase as of the 12th of October and all sites are contactable by phone.

#### **Food Relief Hampers**

#### **Community Information & Referrals**

**Disability/NDIS** - Operating using phone contact, limiting home visits and plan management reviews wherever possible.

**HEAL "Health Elders Active Living" Program** -operating ,allied health staff limiting home visits where possible.

**Groups/Social Groups** - Being held in our Teleconference and Zoom Community Rooms - please contact us for further information.

**One on One Volunteer Visiting** - Suspended home visits, hospital & nursing home visits by volunteers for Palliative Support, Community Visitors Scheme and Volunteer Home Visitors. Contact via phone or digital platforms

Home Modifications & Maintenance - Operating

**Domestic Assistance & Home Shopping - Operating** 

Social & Medical Transport – Operating using taxis - vouchers available contact us

Out of School Hours Care (KOOSH) & Vacation Care - Operating and at no cost until 26 June

Facilitated Playgroups "Kookaburra" - Suspended

**No Interest Loans for Essential One-Off Expenses** – Operating using phone contact, we are limiting face to face contact

Please contact us for further clarification:

Katoomba 4782 1117 Mid Mountains 4759 2592 Lower Mountains 4739 1164

#### www.belongbm.org.au

# Blackheath Area Neighbourhood Centre 4787 7770

#### As at 20 Aug 2020:

Neighbourhood Centre Opening Hours:

Monday, Tuesday, Wednesday, and Thursday: 9.30am to12.30pm (closed for lunch 12.30 to 1.30) & 1.30 to 4.30.

Fridays: 9.30 to 12.30.

Entrance is now at the back of the building. Strict Covid-19 practices in place.

Please call 4787 7770 or drop in to the centre for local information, referrals, Community Development projects ideas, No Interest Loans, community projects support, hall hire, computer use, free wifi, photocopying, Blackheath Cares, Tax Help, form help, computer tuition, volunteering, and emergency relief food vouchers and pantry. Groups and classes are no longer meeting at BANC.

For BANC Access NDIS Supports and Plan Management, please call: 4787 5684.

For BOOSH out of school hours child care, please call: 0438 099 006.

For Cyber\_Shed digital literacy tuition, please call: 0458 099 001.

http://bancnsw.org.au/

### Blue Mountains Aboriginal Culture & Resource Centre 4782 6569

#### As at 28 Aug 2020:

We are continuing to work from home and deliver services to our community safely with respects to our clients and keeping them safe. As restrictions are changing all the time we are aware of the need to keep our mob safe so we will still deliver with respect to social distancing and good hygiene.

As you may know we have made the difficult decision to shut the doors of ACRC so as to eliminate the risk of transmission to our vulnerable clients and each other of the COVID 19 virus, this also means that sadly , all Elders Lunches , Morning Teas and Outings and the Koori Playgroup are still cancelled until further notice We're continuing to provide Elders Support and Family Support through phone, email and video conferencing through either skype or FaceTime on your smart phone .

Transport service is continuing with social distancing safety measures still in place.

All staff will be working from home and will be contactable during normal office hours on their mobiles.

Office number 47826569 for general enquiries

Or to speak directly to a specific worker call

Jade -Elders Support 0439595181 elders@acrc.org.au

Raylee –Family Support 0439028652 familysupportservice@acrc.org.au

Robert-Transport 0427710708 transport@acrc.org.au

# Lex Dadd assistantmanager@acrc.org.au

MickBeltran

#### manager@acrc.org.au

Please give us a call if you would like to talk this over further on how we can support you currently if you need someone to do any shopping done or any errands that still support the social distancing approach eg letters posted, medication picked up etc. If you would just like to have a yarn give us a call. We will be calling in daily with clients to see how everyone is going if you have not heard from us give me a call so we can work out how best to support you through these times.

We will keep posting as we receive information as it changes but please feel free to call us on Monday-Thursday from 9am to 4pm (closed for lunch 12.30 pm to 1pm). Fridays 9 am -1 pm.

https://www.acrc.org.au/

#### Blue Mountains Food Services 4759 2811

#### As at 31 Aug 2020:

Services Status Summary

- Blue Mountains Food Services office hours: Mon-Fri 8am 4pm
- Community Restaurants: Cancelled until further notice. We are planning on resuming in the week beginning 14/9/20.
- NDIS Programs: Resumed week beginning 20/7/20 but under notice as circumstances change.
- Men's Group: Resumed week beginning 20/7/20 but under notice as circumstances change.
- Social Support: We have resumed accompanied shopping for those clients who want to resume. Otherwise unaccompanied shopping is still offered.
- Personal Care: Continuing as normal but with increased hygiene control.
- Meal Delivery: Continuing as normal with deliveries from Tuesday to Friday but with increased hygiene control.
- Ben Roberts Café: is open for dine in and take away food and drinks Tuesday to Friday 8am 2pm, and Saturday 8:30am 1:30pm. Order: 0434 314 254

https://www.bmfs.org.au/

#### Blue Mountains Women's Health & Resource Centre 4782 5133

#### As at 3 Sep 2020:

We are still open with our doctors, nurses, counsellors, acupuncturists and massage worker offering appointments to women. Phone or video conference consultations are an option for some services if you prefer to stay at home and keep physical distance.

Young Women's Clinic on Thursday afternoons provides drop in doctor, nurse and counselling consultations and includes Art Space to connect and create.

Online Health Promotion and support is available via website <a href="mailto:bmwhrc.org/">bmwhrc.org/</a>, Facebook <a href="facebook.com/bmwhrc/">facebook.com/bmwhrc/</a> including live streamed tai chi, yoga in a chair and mindfulness sessions. Our regular group programs have been suspended for now, but please make contact or give us your email if you would like to be sent updated information.

#### PHYSICAL DISTANCE NOT SOLITUDE

Telephone social support is available through Blue Mountains Women's Health and Resource Centre to maintain your social wellbeing through these unusual times, connecting friendly staff to women needing to self-isolate or missing out on social gatherings due to COVID 19.

Call Blue Mountains Women's Health and Resource Centre on **4782 5133**, or email us: <a href="mailto:bmwhrc@bmwhrc.org">bmwhrc@bmwhrc.org</a>

#### CatholicCare Services 8843 2545

#### As at 27 Aug:

CatholicCare's Springwood Drop-In Centre is open 10 am to 4 pm Monday to Thursday and we continue to provide supports over the phone.

- General counselling, financial counselling and problem gambling counselling is available by phone or video
- We are also doing weekly check-in calls for anyone who wants a weekly call/chat from a volunteer
- Our other projects and programs are being modified to comply with restrictions to continue where possible

Please get in touch if you would like any information or support by calling **8843 2545** or email: springwood@ccss.org.au

https://catholicoutlook.org/catholiccare-western-sydney-and-the-blue-mountains-is-still-open/?fbclid=lwAR1Kcafh 5GZx93vRCRMg6aH9Jnao mLTM3W7td8rRTeA54wj3QkMulObhw

# Connect Child and Family Services 4758 9966

#### As at 1 Sep 2020:

Heatherbrae is open to families but will need to be booked in to ensure we keep to physical distancing guidelines. Timeslots are 9.30-12.00 and 1.00 to 3.30 Mon-Thurs, or 9.30-12.30 Fri. Saturday Dads and Kids Playgroup from 10.00-11.30. Ring on 47591462 to book in. Of course you don't have to be here for the whole time and we understand if you need to cancel on the day. On arrival we will ask some questions re your health and may have to cancel your booking if any issues due to COVID-19 regulations.

Our playgroups are running in alternate venues, and YAWN volunteers program is operating as usual please contact Jeanette on 4759 1462 to find out more details.

Starting School groups - for more information regarding starting school groups please ring Amanda Kupke (Connect Nepean Area Transition to School manager) on 0423 720 492 for more details.

ECEC Services (Long Day Care and Preschool) are continuing service as normal, we appreciate that the decision remains with families if they wish to remove from services, however, as per our Fees policy fees will continue to be charged as long as the service is operating.

NDIS Early Intervention Services - Lapstone and Hazelbrook teams will continue as normal where possible, however in some circumstances we may be required to change some aspects of our service delivery these changes will be notified to all affected clients directly. For enquiries regarding Connect NDIS Early Intervention Services please ring Hazelbrook: 4758 9966 or Lapstone: 4739 0020.

Early Learning Group is operating on Tuesday and Thursday at Bungarabee – Hazelbrook. Please ring Deb Emelhain for booking 0491 228 258

Sector Capacity Building Program will continue to operate between 2020-2021 in 15 Community Based Preschools across the Blue Mountains and District region. Please contact Deb Emelhain on 0491 228 258 for further details.

https://www.connectcfs.org.au/

# Dianella Cottage 4782 9263

#### As at 31 Aug 2020:

Dianella Cottage is now offering small group programs (max 4) including SMART Recovery Meetings and is still offering individual sessions (with social distancing) and phone, skype etc. support.

https://www.mycommunitydirectory.com.au/New\_South\_Wales/Blue\_Mountains/Health\_Services/Drug\_Alcohol\_Services/56028/186982/Dianella\_Cottage\_-\_Katoomba

# Elizabeth Evatt Community Legal Centre 1300 363 967

#### As at 27 Aug 2020:

Due to the concerning spread of COVID-19 we have developed the following plans.

- Staff have returned to working from the office but are only advising clients by phone rather than face-to-face.
- Phone advice lines will operate at usual times. Messages left outside these times will be returned in a timely manner as usual.
- All face to face outreaches in Blue Mountains, Lithgow and Bathurst have now been changed to
  phone or video conference advice. Phone legal advice line will still operate on 4704 0207 on
  Tuesday and Thursday mornings, and Wednesday afternoon. Callers can leave a message if
  we are talking to other callers. This can be used for people who are unable to call us about their
  legal issue directly, or to avoid having to tell their story twice.
- The **Tenancy Advice Line** on **4704 0201** is still operational on Mondays, Tuesdays and Wednesdays from 9.30 am to 12.30 pm.
- While courts remain in operation we will attend court where we are already acting for the client, this may include attendance via telephone. All current clients have direct lines for their solicitor and/or email.
- Penrith Legal Aid will be conducting all advice services by telephone. Criminal law outreach
  at Katoomba Court on Mondays will still take place, however appointments must now be
  booked through their office on 4732 3077.
- Orange Legal Aid all face to face outreaches across Bathurst, Parkes, Orange, Forbes and Cowra have also been cancelled. Contact Orange Legal Aid on 6362 8022 for phone advice appointments.

https://www.eeclc.org.au/

# Gateway Family Services 4720 6500

#### As at 2 Sep 2020:

- All GFS services are being provided using alternative online platforms where possible.
- Counselling, Art and Play Therapy and Family work are continuing and referrals are being received.
- Parenting groups for term 2 have been suspended and we are working to provide these online.
- Winmalee and Blaxland playgroups are currently not being held for term 3 although the Facebook pages for these groups are very active.
- ITAV Mentoring program still supporting Early Childhood Centres.
- Other groups facilitated by GFS are continuing to operate via online platforms.
- Essentials Emergency Relief program operating on Tuesdays and Thursdays (9.30 4.30pm) and Friday 9.30am 12.30pm. from office in Blaxland.

If people requiring support could ring ahead 4720 6500 to advise support needed so that our staff can be prepared and minimise physical contact.

https://www.gatewayfamilyservices.org.au/

# LEAD Professional Development Association Inc 9620 6172

#### As at 27 Aug 2020:

- 1. Two staff are in the office each day and rest are working from HOME.
- Contact Number for Office will be 02 9620 6172
   We are still not planning any Face-to-Face workshops and will review once situations get better.
- 4. Our eLearning Courses are ready which can help community workers to do the courses on their pace - https://leadpda.org.au/professional-development/
- 5. Our Staff is participating into all committed meetings via ZOOM.
- 6. We are happy to organise/support via ZOOM sessions on "Program Logic and DEX into your organisation".
- 7. Aboriginal Workforce Development Program is ready which will be formally launch soon.

#### https://leadpda.org.au/

#### Likemind 8880 8111

In response to COVID-19, we would like to acknowledge our number one priority remains the health and wellbeing of individuals, families and our communities.

LikeMind Penrith and Seven Hills are operating via telephone and online video services during business hours.

We are committed to supporting to you

We have friendly professional staff available for you to connect with to discuss your support needs. All services are FREE of charge.

We are available Monday to Friday 9am to 5pm – please reach out to us on:

**PENRITH** 

PH: (02) 8880 8111

E: likemindpenrith@parramattamission.org.au

http://likemind.org.au/penrith/

SEVEN HILLS

PH: (02) 8806 3800

E: likemindsevenhills@parramattamission.org.au

http://likemind.org.au/seven-hills/

# Mountains Community Resource Network (MCRN) 4759 3599

#### As at 31 Aug 2020:

- MCRN staff are essentially working from home and will remain in self-isolation until health authorities give us the "all clear".
- The MCRN Offices are therefore closed until further notice; and all Meeting Room bookings likewise cancelled for the foreseeable.
- All scheduled meetings and interagencies will go ahead at the normal time, via video- or teleconferencing
- o interagency Agendas and Outlook invitations, therefore, will contain the link, conference number and password, which you will need to be able to join in:
- o obviously, this will require you to have access to a mobile, PC or laptop with internet connection and the Zoom app loaded (this is free to download & use).
- We will all be exploring ways delivering what services and supports we can in different ways and through different media (and some of you have already become very creative ①) s— of course, BM services are already very skilled at doing things differently, so I know we will manage this challenge as well.

https://www.mcrn.org.au/

# Mountains Outreach Community Services (MOCS) 4758 6811

#### As at 27 Aug 2020:

There is a skeleton staff in the office during usual business hours. Other Staff will be working from home. Please contact us individually by email or mobile phone as listed on our MOCS Team page.

MOCS Playgroups – Wednesdays & Thursdays at Hazelbrook Scout Hall with restricted numbers. Bookings required via the MOCS Playgroups Facebook Page: https://www.facebook.com/groups/511679169716158/

Occasional Care (BMOCCS) is back at Lawson on Wednesdays and Blackheath on Friday with reduced numbers to maintain social distancing requirements. Contact Cathryn at <a href="mailto:bmoccs@mocs.org.au">bmoccs@mocs.org.au</a> or 0412 932 801 for details.

Parenting Young is operating from the Bungarrabee Centre in Hazelbrook on Fridays with restricted numbers. Contact Tanya at parenting.young@mocs.org.au or on 0432 143 452 for details.

First Time Parents is operating with restricted numbers. Bookings required. Contact Liz at <a href="https://doi.org/10.2016/numbers.201

All other MOCS groups and activities are suspended for the duration including:

- PPP Course
- ARC's Koori Playgroup

Holiday fun days and other community events

For any further information or general enquiries please email <a href="mailto:manager@mocs.org.au">manager@mocs.org.au</a> or phone the MOCS office on 4758 6811.

# Mountains Youth Services Team (MYST) 1300 00 6978

#### As at 20 Aug 2020:

MYST is again delivering face to face to individual clients who are not showing any signs of illness, following strict procedures of social distancing and hand sanitising and disinfecting. Call MYST on 1300 00 6978 to book in and see a youth worker, case manager or counsellor.

Zoom catch up's are still available for those who chose this or those that are unwell.

MYST is starting group activities again from this term, we have a RAGE program starting this week at Springwood Youth Centre and we have started scheduled Drop-In's (you must book in for these as places are limited). We have a maximum of 9 young people and 2 workers in the Springwood Centre and 12 young people and 2 workers at the Katoomba Centre, adhering to the one person to 4sqm rule. We have COVID Safe plans for both Centres.

Outdoor Explore programs are also running again from this term..

https://myst.com.au/

### Mypower Foundations 0477 755 908

#### As at 20 Aug 2020:

Mypower Foundations are still providing supports to our clients (wearing masks and gloves where we cannot socially distance) and have some capacity at this stage for clients who need domestic assistance, help with groceries and other errands, personal care, and social interaction and connection, skill building etc.

We have completed COVID 19 training, and have completed a Covid 19 Safety plan and are registered as a Covid safe business. Support people have been instructed to stay home if showing the slightest symptoms of being unwell, and we will send an alternative worker (very different to our usual model, as we usually prefer the same worker/client to build rapport).

We can offer face-to-face video calling if the client or worker is unable to leave the home due to illness, or must self isolate.

http://www.mypowerfoundations.com.au/

#### Platform Youth Services 4760 0800

#### As at 26 Aug 2020:

Now open. 12pm - 2pm for walk in's.

Drop by to see a friendly Intake Worker.

For young people at risk or experiencing homelessness, you can also call the office on 4760 0800

https://www.platformys.org.au/

### Salvation Army - Blue Mountains 0460 816 360

#### As at 22 Jul 2020:

Food, Goods, Vouchers

At this stage we are opening our connect office Wednesday, Thursday and Friday 10 am to 1pm. Book an appointment: **0460 816 360** 

We are able to provide, food assistance (goods in kind), vouchers where necessary and EPA vouchers.

Food hampers - 12pm to 3pm Mon, Wed and Fri. No need to book.

Hamper Hotline: **0472 656 472** (Upper Blue Mountains Salvos)

We have had to move to appointments only, no longer doing drop in. Appointments can be made by calling **0460 816 360**.

The Emergency Relief Assessment Team is on 1300 371 288, bookings must be made to pick up an assessment card on 0460 816 360

Things are changing so quickly, we will endeavor to keep open as long as we can but soon we will need to move to phone assessments only.

Moneycare Financial Counselling Services

We have transitioned to working from home and providing our financial counselling service via phone.

Like yourselves, we're feeling the uncertainty of these times. Fortunately, we're still able to provide our holistic service to people in financial difficulty or changed circumstances (mortgages, credit cards, personal loans, electricity & more). There may be ongoing stress for the person or as a direct result from COVID\_19. Our lines are open and ready with up to date information on financial hardship and what's available for you.

Each year thousands of people benefit from connecting with us and tell us:

"I can now sleep at night"; "I wished I'd known sooner"; "Best call I've ever made"

Please contact us via one of the details below. Our service is free & independent.

PS: Make tomorrow easier by contacting us and taking action today.

Claire Heather - Mobile: **0428 469 942**; Email: <a href="mailto:claire.heather@salvationarmy.org.au">claire.heather@salvationarmy.org.au</a>

Kathleen Pettitt - Mobile: 0447 682 715; Email: kathleen.pettitt@salvationarmy.org.au

Moneycare Financial Capability Case Worker - Glenda: 0435 965 015

https://www.salvationarmy.org.au/bluemountains/

## Springwood Neighbourhood Centre 4751 3033

#### As at 27 Aug 2020:

Springwood Neighbourhood Centre continues to support its local community.

The Centre is open between **10am and 1pm** on Mondays to Thursdays (not Fridays) for information, referrals, emergency food relief support and advocacy.

SNCC's Tanderra OOSH service at 14 Raymond Road, Springwood is operating normally with a COVID-19 safety plan and processes in place.

Certain **SNCC groups and activities** are also operating with COVID-19 safety compliance plans and processes in place, please contact the Centre for more information.

Dry food parcels are available for pick during Centre opening hours (refer above) or if you are without transport please contact the Centre to arrange a delivery. On **Thursdays between 10am and 1pm** fresh food and bread can be picked up.

If you know someone in our local area who experiences a sudden loss of income, waiting for Centrelink activation and in need of emergency assistance, please let us know by leaving a message on our main telephone number: **4751 3033** or email: reception@sncc.org.au

SNCC's **Emergency Food Relief service** continues subject to ongoing supplies, continued wellness of staff and our amazing Centre volunteers, to assist with pick-ups or drop offs. If you can help, please continue to donate food items in our food bin at Springwood's IGA or donate \$\$\$ so we can buy more food to put in parcels!

Here are our Centre's bank details: Springwood Neighbourhood Centre

Bendigo Bank

BSB: 633-000 Account number: 122031008

Reference: Food

Please 'like' our Facebook page for further updates or information. Welcome to check out our website.

https://www.facebook.com/SpringwoodNeighbourhoodCentre/

Welcome to check out our website.

https://www.sncc.org.au

#### **TAFF**

#### As at 22 Jul 2020:

Update for students about coronavirus (COVID-19)

With the easing of restrictions, TAFE NSW has implemented a range of new proactive measures to limit the impact of COVID-19 on how you may study with TAFE NSW.

These new measures allow us to deliver controlled face to face learning, alongside connected learning, to provide you with the best possible experience and educational outcomes in Term 3.

No matter how training is delivered, TAFE NSW has state-wide guidelines, and risk management practices in place to ensure the safety and wellbeing of all staff and students.

For general questions about starting your study, <u>this student readiness hub</u> answers your common queries, like resetting a password, accessing online services, using campus facilities and more. You can also use this hub to request support.

Campuses and libraries are open

Our campuses are open and we will continue to provide the following support:

- Childcare centres
- Counselling
- Disability services
- Aboriginal support
- International support
- Student associations

TAFE NSW has state-wide social distancing guidelines, and risk management practices in place to ensure the safety and wellbeing of all those who deliver and use our services.

These guidelines allow library teams to provide a locally appropriate range of services based on the size, space and availability of facilities, student numbers and their primary needs.

https://www.tafensw.edu.au/urgent-updates

#### Thrive Services 4782 1555

#### As at 2 Sep 2020:

We are still open to provide practical support (with social distancing) from our Katoomba centre at 2 Station Street.

We may be able to assist with:

- \* Emergency relief food cards
- \* Fruit, vegetable and bread parcels
- \* Emergency food
- \* Telstra bill assistance
- \* Utility bill aid
- \* Firewood vouchers
- \* Information and referral

Ring to find out more on 4782 1555 Monday to Friday, 10am to 4pm (closed for lunch 12.30 pm to 1pm).

https://thriveservices.org.au/contact/

### Wentworth Community Housing 4777 8000

#### As at 20 Aug 2020:

**Tenancy Services** 

Wentworth has put several measures in place to protect its tenants, staff, and the organisation from the outbreak of COVID-19 (Novel Coronavirus).

As well as closing our office, all non-essential face to face meetings or visits have been suspended until further notice. This includes all property inspections and tenant engagement events, including Tenant Advisory Group meetings.

Stay safe and stay tuned for more information. All of our staff are still contactable during business hours via phone or email and we are here to respond to your needs.

You can also phone us between 8:30am and 4:00pm or email us on admin@wentworth.org.au.

Specialist Homelessness Service

The specialist homelessness service continues to operate fully – this includes assertive outreach to rough sleepers, attendance at Junction 142, case management visits and our intake service either in the Penrith office or via phone or email.

People at risk of homelessness or who are homeless can call the Intake line on 4777 8041 or via email:community.services@wentworth.org.au.

http://www.wentworth.org.au/

# Western Sydney Family Referral Service 1300 403 373

#### As at 2 Sep 2020:

Western Sydney Family Referral Service remains open during the COVID 19 pandemic.

We are now co-located with SydWest Multicultural Services in Dawson Mall, Mount Druitt, and clients are welcome to drop in at this office during business hours (Monday to Friday, 9am to 5pm).

Some caseworkers are available some days at our Penrith, Blacktown, and Parramatta offices, but you need to call 1300 403 373 to make an appointment.

We are able to support families where there is a child as risk of harm, where the level of risk does not meet the threshold for statutory intervention.

https://www.relationshipsnsw.org.au/support-services/wsfrs/

# Winmalee Neighbourhood Centre 4754 4050

#### As at 27 Aug 2020:

Remains open to help vulnerable members of our community in these difficult times. Ring for information or appointment.

#### We provide:

- Financial assistance (electricity/gas bills, Telstra bills, Sydney Water bills)
- NILS No Interest Loans Scheme –no interest, no fees, no charge for Greenslips, regos, medical, vet, etc.
- Fresh food program
- Coles vouchers
- Kmart vouchers
- Fuel vouchers
- Advocacy
- Community Food Cupboard
- Information/referral
- Food packs/frozen meals
- Work Development Orders overdue fines
- No Interest Loans by appointment

Unfortunately Monday lunch has closed.

Please be reassured that we have modified our processes for our fresh food and food cupboard to meet the new Coronavirus social distancing and hygiene guidelines. We have staff who have completed food handling training.

We are open for fresh food daily and our food cupboard will continue to operate on Friday morning between 10.30am and 12.30pm.

Yoga, mosaics, knitting group, Bosom Buddies and Flex for Seniors have returned

- · Outreach ER at 299 George Street Windsor Tuesday 9.15-11.30am
- · Hawkesbury's Helping Hands 28 Walker St South Windsor-12.30-3.30pm

Electricity, Gas and other Utility bills appointments are Monday and Thursday 10am - 12.30am.

Our emergency relief - Support with Dignity program covers Nepean, Blue Mountains, Hawkesbury, Lithgow and Central West as we share our Emergency Relief with Gateway, Bligh Park Community Centre, Women's Cottage Richmond, THRIVE - Katoomba and Lithgow, BANC, Oberon and Lithgow Information & Neighbourhood Centre.

We are also providing bushfire relief (practical support, financial, vouchers) in the Hawkesbury, Blue Mountains, Lithgow and Central West.

https://www.winmaleeneighbourhoodcentre.com.au/