This Directory has been developed with funding from NSW Health Office of Kids & Families. It has been made to help services inform Aboriginal & Torres Strait Islander pregnant women, women carrying an Aboriginal baby & recently birthed mothers & their families what they can access within our Local Health Service. Included are information & contact details of services & useful websites & online resources.
For the best health of your unborn baby - remember:

- As soon as you think you might be pregnant & we recommend by at least 16 weeks pregnant, it is good to get checked in as early as possible so that you can have the best pregnancy care from the earliest time.

- No alcohol is the best & safest choice for your unborn baby.

- It’s never too late to stop drinking alcohol during your pregnancy.

- It is important not to smoke or take other drugs.

- Maintain a good diet, including folate & vitamin B supplements & receive good antenatal care.

- It is good for mums to get a booster & flu shot in pregnancy to protect bub in the first few weeks

It is good for mums to get a whooping cough & flu shot in pregnancy to protect bub in the first few weeks
Pregnancy help & support

Aboriginal Maternal Infant Health Services (AMIHS).

The Service is delivered through a continuity-of-care model, where midwives & Aboriginal Health Workers collaborate to provide a high quality maternity service that is culturally sensitive, women centred, based on primary health-care principles. AMIHS acknowledges & builds on the awareness, knowledge & understanding of Aboriginal families & communities about pregnancy & child health & its relationship to lifelong health. There are AMIHS workers throughout the Northern NSW Local Health District area.

AMIHS provide:

- Comprehensive & regular antenatal health checks;
- Booking in to maternity hospitals;
- Smoking cessation support;
- Referral & support to access other services;
- Health promotion & community development activities;
- Post natal checks & support;
- Information on infant feeding & nutrition.

To contact your local AMIHS ring:

Lismore AMIHS services Lismore Coraki, Box Ridge and Nimbin
Phone: (02) 6620 7559.

Ballina/Byron AMIHS; services Ballina, Wardell, Woodburn, Cabbage Tree Island & Byron Bay.
Phone: (02) 6686 8977.

Casino AMIHS services; Casino, Tabulam & Bonalbo.
Phone: (02) 6660 0617.

Clarence Valley AMIHS; services Grafton, Maclean, Yamba, Iluka.
Phone: (02) 6641 8702.

Kyogle AMIHS; services Kyogle, Muli Muli, Woodenbong, Urbenville.
Phone: (02) 6630 0488.
Things that can help keep mothers, babies & families strong include:

- Strong connection to family & children.
- Bringing up children in a supportive environment.
- Knowing & valuing the importance of children & family.
- Knowing & valuing cultural heritage & spirituality.
- Feeling connected to land, culture, family & community.

Hospitals & outreach
antenatal services

Tweed Hospital (TTH) is a referral hospital for women & their babies living in the Tweed Heads to Byron Shire area or who are receiving care in Murwillumbah & Byron Central hospitals. Services include:

- Pregnancy diabetes clinic.
- Next birth after caesarean clinic.
- Breech clinic.
- Doctor & Midwives antenatal clinics.
- GP shared Care.
- Specialist Obstetrician clinics for pregnant women who have health issues & who may need higher level care.
- Paediatrician (baby doctor) & Special Care Nursery for babies who are unwell.
- Home Visiting Program for after birth.

Talk to the staff about what models of care are available. Contact Antenatal clinic,

**Phone Antenatal Clinic: (07) 5506 7325 or Birthing Unit on (07) 5506 7490.**
Murwillumbah District Hospital (MDH)

provides two services for pregnant women; one is the antenatal clinic for women birthing at The Tweed Hospital & the second is the Midwifery Group Practice known as the Murwillumbah Birth Centre for women birthing at the Murwillumbah Hospital.

Murwillumbah Hospital Antenatal Clinic is an outreach antenatal clinic for women who have no health or pregnancy problems. It is also for women who may have health or pregnancy problems & who need specialist care by a doctor & live south of Tweed Heads & intends to give birth at The Tweed Hospital. Services include:

- GP/Obstetrician shared model of care for women living in the Tweed/Byron area.
- GP/midwife model of care for women who have no health or pregnancy problems.

Antenatal Clinic (02) 6672 0238 or Women’s Care Unit (02) 6672 0217.

Murwillumbah Birth Centre (MBC)

provides continuity of Midwifery care for mothers & babies in a model known as Caseload Midwifery at Murwillumbah Hospital.

- Women are assigned a midwife who cares for them throughout the pregnancy, birth & up to 4 weeks after the birth (postnatal).
- Specialises in natural birthing: epidurals are not available but gas & morphine are an option. Many births are water births.
- Home visiting is available during pregnancy & up to 4 weeks after the birth (postnatal).

Murwillumbah Birth Centre Phone: (02) 6672 0108.

Byron Central Hospital (BCH)

Byron Community Birthing Service (BCBS) provides continuity of Midwifery care for mothers & babies & provides midwifery led care also known as Caseload Midwifery & also Shared Midwife/GP Care.

Phone Hospital (02) 6639 9400 or Byron Community Birthing Service (02)6639 9850.
**Lismore Base Hospital (LBH)**

is for women who live around Lismore & the surrounding districts. Lismore Base Hospital is also the referral hospital for the Richmond & Clarence districts. for women who are receiving care at Grafton Hospital & have higher needs of care for pregnancy or birthing.

LBH also provides continuity of midwifery care for mothers & babies in a model known Lismore Community Birthing Service (LCMS)

- Pregnancy diabetes clinic
- Next Birth after Caesarean Clinic
- Breech Service including vaginal breech.
- Doctor & Midwives antenatal clinics.
- Shared Care.
- Specialist Obstetrician clinics for pregnant women who have health issues & who may need higher level care.
- Paediatrician (baby doctor) & Special Care Nursery for babies who are unwell.
- Home Visiting Program for after birth.

Women’s Care Unit Phone: (02) 6620 7400 or Outpatients Clinic (02) 6629 4646.

**Grafton Base Hospital (GBH)**

provides care for mothers with normal to moderate risk & babies of over 34 weeks gestation in Grafton & surrounding districts. Midwives staff the unit & Obstetricians & Paediatricians are available to come into the hospital as required.

- Obstetrician.
- GP clinics.
- Midwives Clinic.
- Home Visiting Program for after birth.
- Special Care Nursery for newborns who are unwell.

Phone: (02) 6640 2222.

**Medical Specialist Outreach Programs (MSOP)**

is where a midwife and obstetrician attends these clinics. These are held at Kyogle Hospital, Bonalbo Hospital and Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley (BRMACRV) as well as a midwives clinic at Casino Hospital. Please contact the following hospitals to find out when these clinics are on.

Bonalbo Hospital Phone: (02) 6665 1203 Kyogle Hospital Phone: (02) 6632 1522 and Casino Hospital Phone: (02) 6662 2111.
Aboriginal Hospital Liaison Officers (AHLO)

Aboriginal Hospital Liaison Officer provides supports if needed, to Aboriginal clients while in they are in hospital. Helping patients & carers to understand the different health options & plans of care to meeting your needs. They can advise you on your discharge health plans. Talk with them of any concerns you may have on your health treatments. They act as advocates for you to help speak to the medical staff & assist you if you need help to resolve medical concerns you may have.

Contact: AHLO Lismore (02) 6620 7556, AHLO Tweed (07) 5506 7951, AHLO Grafton (02) 6640 2296.

Breastmilk is the normal food for babies, designed by nature for human infants for the first year.

- It is a complete food containing all your baby’s nutritional needs for the first 6 months of life.
- It satisfies both hunger & thirst; extra water is not needed.
- It increases a baby’s resistance to infection & disease.

Mother Safe:

Medications in pregnancy & lactation counselling advice. Free & confidential Mon to Fri. Phone: 1800 747 848.

Pregnancy Counselling Link:

Provides non directive information & counselling on unplanned pregnancy, fertility, miscarriage, & pregnancy loss & post abortion grief 24/7 service. Phone: 1800 139 313.

You can get your child immunised at your Aboriginal Medical Service, Community Health & your local GP.
Aboriginal Medical Services (AMS)

have a number of different services you can access for throughout all of life care. You can go to them for your pregnancy checkups & other support throughout your pregnancy & continue to attend other services such as Child & Family nurses to help you after baby is born. Please check with your local AMS to find out what they offer within their services.

Services provided at Aboriginal Medical Services include:

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Bulgarr Ngaru Medical Aboriginal Corporation (BNMAC)

is home to the Bulgarr Ngaru Medical Aboriginal Corporation Clarence Valley (BNMACCV) & the Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley (BNMACRV). These Aboriginal Medical Services (AMS) provide health services to the Aboriginal communities of Grafton & Casino areas as well as outreach clinics to Baryulgil, Malabugilmah, Yamba & Maclean, Coraki, Box Ridge, Tabulam & Muli Muli communities.

Grafton Clinics: Two locations. Grafton Surgery. Phone: (02) 6643 2199 & South Grafton Surgery. Phone: (02) 6644 3555. For information on Outreach clinics for Baryulgil, Malabugilmah & Muli Muli communities please ring Grafton Surgery to inquire.
Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley (BNMACRV)

Clinic in Casino  Phone: (02) 6662 3514. or information on outreach clinics for Coraki/ Box Ridge & Tabulam communities. Phone: (02) 6662 3514.

Bullinah Aboriginal Health Service

Services include Podiatry, Optometry, Paediatrician, Hearing, Mums & Bubs, Counselling & Psychology, Tackling Smoking & Healthy Lifestyle Programs. Phone: (02) 66815 644. Bullinah does outreach clinics to Cabbage Tree Island. For information on outreach clinics ring Ballina service on Phone: (02) 66815644.

Additional Medical Clinics

Bugalwena General Practice

is a bulk-billing medical practice located in the Tweed for Aboriginal & Torres Strait Islander community & their immediate families. Phone: (07) 5513 1322.

Jullums Lismore Aboriginal Medical Service

is a bulk billing service for Aboriginal people & their families who live within Lismore & surrounding areas. Phone: (02) 6621 4366.

Lismore GP Super Clinic

provides overall medical care for all the family in one central location to improve the health outcomes of the Greater Lismore Regional Community Phone: (02) 6624 1411.

Nimbin Medical Centre

provides a wide scope of general practice services. The Centre bulk-bills health care card holders. Other services include a paediatrician, a psychologist, & a dietician who visits the practice as needed. Phone: (02) 6689 1410.
Breastfeeding helps create a close & loving bond between you & your baby & can be a deeply satisfying experience for you both.

Postnatal support

**Goonellabah Child & Family Health Centre**
**Aboriginal Family Support Service**

is funded via Families NSW & provides family support to Aboriginal families in the Lismore area with at least one child 0 -5 years of age.

**Phone:** (02) 6625 0111 & ask for the Aboriginal Family Support Officer.

**Australian Breastfeeding Association**

provides breastfeeding support & information via the Breastfeeding Helpline.

**Phone:** 1800 686 268.

**Far North Coast Family Referral Service**

is a telephone hotline & a face-to-face referral service that connects families with the appropriate local services. **Phone:** 1300 338 774.

**Tresillian Family Care Centre Lismore**

is a non-for-profit organisation that assists parents in the early years of their child. Helping parents gain confidence in their new roles as mums & dads & teaching about routines in breastfeeding, sleep, settling & nutrition as well as dealing with post-natal depression & nutrition.

**Phone:** (02) 6622 8705.
Family Health support

Community Health Centres

provide a wide range of accessible healthcare services to people of all ages including:

- Drug & Alcohol.
- Counselling Services.
- Child & Family Health Nursing.
- Physiotherapy.
- School Health Nurse.
- Women's Health.
- Community Nursing.
- Immunisation Clinics.
- Aboriginal Health.
- Child & Family Allied Health.

Tweed Community Health

Phone: (07) 5506 7540.

Banora Point Early Childhood Clinic

Phone: (07) 5524 9146.
*Please note. If no answer at Banora Point clinic, contact Tweed Heads Community Health.

Murwillumbah Community Health

Phone: (02) 6670 9400.

Byron Shire Community Health

now covers all the local communities within Byron Shire. Contact Byron Central Hospital and ask for the community health service you wish to connect to.
Phone: (02) 6639 9400.

Goonellabah Child & Family Health Centre

Phone: (02) 6625 0111.

Ask a friend, relative or your partner to help you be strong & talk to your Aboriginal health worker, midwife or doctor about your worries.
Child & Family Health Nursing Services are provided at all Community Health Centres listed above & include:

- Home visit to all families with newborn babies;
- Regular child health checks from birth to 5 years of age;
- Information & support on breastfeeding, maternal & infant feeding;
- Supporting parents to introduce solids;
- Immunisation, child safety & community services;
- Sleep & settling & parenting support;
- Helping parents to support their children’s growth & development;
- Information about & support with toddler behavior, growth & development;
- Support for families to link in with their local communities;
- Support with overall family health & wellbeing.

Be a deadly Dad by talking to your baby, listening, learning & growing with your baby.

Be a Deadly role model, be proud to care, share love & nurture your partner & kids.

Aboriginal Health Workers (AHW)

can help you find out what services are in your local area & who can support you & your family. They can also help you find out about ways to overcome other issues you may have such as lack of transport, dental, children’s health services, men’s health, chronic diseases & much more.

Ring the following numbers & ask to be connected to the AHO’s workers in the following areas.

Tweed: (07) 5506 7597  
Casino: (02) 6662 4444  
Grafton: (02) 6640 2402  
Ballina: (02) 6686 8977  
Lismore: (02) 6620 7585  
Muli Muli: (02) 6635 1487  
Tabulam: (02) 6666 1538  
Coraki: (02) 6683 9157  
Maclean: (02) 6640 0123  
Bonalbo: (02) 6665 1203

A number of Aboriginal Health Services are provided from the Byron Central Hospital. For information on and referral to the services provided Phone: (02) 6639 9400.
Chronic Care for Aboriginal people (CCAP)

Criteria: Aboriginal or Torres Strait Islander people, 15 years or older with Diabetes, Chronic Kidney/Lung or Heart disease.

Services offered include, home visiting service, monitoring individual clients health, assistance to access other services, build relationships with client and GP, provide clients with health education to learn how to stay well.

Tweed and Byron  Phone (02) 6674 9500.
Lismore area/ Coraki/ Nimbin  Phone: (02) 6620 7510.
Kyogle/Urbenville/Muli/Casino Phone (02) 6630 0428.
Local Health District Wide for general queries  Phone: (02) 6620 2224.

Tweed Bugalwena Service

has many staff & Aboriginal Health Workers working in the areas of Child & Family Nurse, Child Health Worker, Youth & Adult Family Support Worker. They have various Health checks clinics, home immunisation service & also have a regular Jarjums & Family clinic running. There is Jarjums supported playgroup which is run during the NSW school terms & a Goorie Men’s Group run by the male Aboriginal Health Education Officer. To contact any of these services  
Phone: (07) 5506 7597 & ask to speak to the particular worker you need.

To feel strong again can take time, but small steps can lead to big changes. Getting help can make you feel stronger for you, your baby as well as the rest of the family. Immunisation also helps protect the community. The more our mob get immunised the less our kids get sick.

Children learn more in the first few years than they learn at any other stage of their lives. Young children learn through their relationships with others & the world around them & they learn through play.
Women’s reproductive & Health care

**Lismore Women’s Health & Resource Centre**

provides a holistic women’s health service in a safe & respectful environment. Services provided include:

- Counselling;
- Women’s Health Promotion;
- Women’s Health Nurse;
- Groups;
- Providing information & referral, including pregnancy termination.

**Phone:** (02) 6621 9800.

**Lismore & Kyogle Family Planning Service**

provides a range of high quality, confidential & professional reproductive & sexual health services to low income & disadvantaged people in Lismore & Kyogle. The Service provides a bulk billing service to clients seen by a doctor, clinical nurse consultations at no cost to the client & contraceptive items at cost price.

**Phone:** (02) 6620 7660.

**Family Planning NSW**

provides free information about reproductive & sexual health.

**Phone:** 1300 658 886.
Tobacco support

You are a strong & deadly woman.....your baby will be healthier & stronger because you have quit the smokes.

Pregnant or already a mum - every cigarette less is healthy for you & your Jarjum.

To have a strong & healthy baby, quitting smoking is one of the most important things you can do.

NNSWLHD Health Promotion Unit

Quit for new Life (QFNL) is a state wide program offered by Northern New South Wales Local Health District as well as in other Local Health Districts throughout NSW State. The team offers tobacco support for pregnant Aboriginal women, women having Aboriginal babies & their household/ support members during antenatal & post-natal care. Participants are provided with ongoing smoking cessation care, offered a Quitline referral & if clinically appropriate, provided with free Nicotine Replacement Therapy (NRT). Both the mum and householders receive follow-up phone calls to help support their quit attempt. For more information, contact the Tobacco Treatment Specialist on (02) 6674 9517 to find out how health practitioners or services workers may refer clients to program. Also contact 0477 368 182 or 0477 368 180 to speak to a Tobacco Cessation Support Worker.

Helping U 2 Quit (HU2Q)

is a FREE evidence-based quit smoking support group run by qualified facilitators. It aims to help people who smoke to develop their own skills and knowledge about smoking, how to quit, and how to stay a non-smoker in a supportive environment. This is a community health initiative delivered by CHEGS Inc, in partnership with Northern NSW Local Health District Health Promotion. For more information on where the groups are running contact H2UQ Coordinator. Phone: (02) 6620 2553.
Drug & alcohol support

Yarndi/Gunja can cause money problems, fights, worry & stress.

Talk to someone about getting support to quit the Yarndi/Gunja.

NNSWLHD Drug & Alcohol Services

include ambulatory detoxification, counselling, early intervention, hospital consultation, opioid treatment services, medical support & treatment, community development, education & training & the diversion into treatment of illicit drug offenders (MERIT) program. In the NNSWLHD, the main service sites are at Tweed Heads & Lismore with Community Health Centres & outreach programs offering assistance & referrals across the region. Centralised intake service ensures access to professionals for health staff & the community.

Area wide intake for drug & alcohol services. Phone: 1300 662 263.
Area wide intake for cannabis clinic. Phone: 1300 664 098.

MERIT (Magistrates Early Referral into Treatment)

is a service for people who have local court matters & substance use problems. Lismore & Grafton Phone: (02) 6620 7650 & Tweed Heads (07) 5506 7010.

MUMS Programs (Drugs in Pregnancy Service)

is a service for pregnant women who are in the opioid treatment program or use other substances. Service is provided by a team of Doctors, midwives, nurses, drug & alcohol counsellors & social workers. The aim is to help women reduce any harm that may occur to both themselves & their baby during pregnancy & after birth. Care is from an accepting team of non-judgmental professionals.

Phone: Lismore: (02) 6620 7600, Grafton: (02) 6641 8702.
& Tweed: (07) 5506 7540.
Foetal Alcohol Spectrum Disorder (FASD) is a preventable disability

Drinking alcohol in pregnancy can cause permanent damage to your child’s brain. A baby whose mum drank alcohol in pregnancy can seem fine until they get to school & then they have trouble learning, concentrating & getting on with other kids.

No amount of alcohol in pregnancy is safe.

Riverlands Drug & Alcohol Treatment Centre

in Lismore comprises of a 16 bed detoxification unit, pharmacotherapy clinic (methadone & buprenorphine), clinical liaison & outpatient services & an educational & training facility. For Information & Intake enquiries Phone: (02) 6620 7608.

Namatjira Haven Drug & Alcohol Healing Centre

is a Residential Program for Aboriginal Men that allows a quiet opportunity to consider & discuss the changes needed to be made in a client’s life. The “Gulgihwen Change Program” is intended to provide education & support towards addressing the issues of substance misuse, abuse & criminality, & improve health & well-being. With the support of experienced staff the service offers clients a compassionate & culturally focused professional program of change, centred on self-responsibility to achievement of goals in healing.

The service advises that clients should firstly ring & check their eligibility before completing any paperwork. There are a number of health, well-being & legal situations which the service cannot cater for. Phone: (02) 6628 1098 & ask for the Intake Officer.
Mental Health Services

When we go through stressful times our social & emotional wellbeing is upset & mental health problems can come up. When this happens some people are not able to do the things they usually do on a day to day basis.

The NSW Mental Health Line

is the “front door” for people of all ages is via the Mental Health Line **1800 011 511**. While not a counselling service the mental health professionals who answer calls will advise whether or not a person is in need of mental health services or would be better accessing another service.

To access Mental Health Services anyone who is not currently a client of the local public mental health service can phone the Mental Health Access Line can be called for all after hours assistance required on **1800 011 511** or go to their nearest Community Mental Health Service, or the Emergency Department of NNSWLHD local hospitals.

Community Mental Health Services

provides care in the community setting for clients who have been discharged from hospital or who may not have needed hospital care. They provide crisis & supportive community based mental health intervention, case management, counselling & a range of therapies according to the client’s needs.

**Ballina:** (02) 6686 8977  
**Byron Bay:** (02) 6639 9400  
**Kingscliff:** (02) 6674 9500  
**Nimbin:** (02) 6689 1400  
**Grafton:** (02): 6641 8250  
**Casino:** (02): 6662 4444  
**Lismore:** (02): 6620 2300  
**Maclean:** (02): 6640 0123  
**Bonalbo:** (02) 6665 1203  
**Tweed Heads:** (07) 5506 7370  
**Murwillumbah:** (02) 6670 9400  
**Evans Head:** (02) 6682 4899  
**Kyogle:** (02) 6630 0488
Inpatient Mental Health Services

is a service for Intensive psychiatric care for people who are experiencing mental illness & mental disorder. Phone: Lismore Adult Mental Health Inpatient Unit (02) 6620 2240, Tweed Valley Clinic (07) 5506 7300 & North Coast Child & Adolescent Mental Health Inpatient Unit (02) 6620 7925.

Beyondblue

provides support, empowers people to seek help, supports recovery & management & resilience, & raises community awareness & understanding about the impact of depression & anxiety. Phone: 1300 22 4636.

Headspace

provides early intervention mental health services to 12-25 year olds. The service is designed to make it easy as possible for a young person & their family to get the help they need for problems affecting their wellbeing. This covers four core areas: mental health, physical health, work & study support & alcohol & other drug services.

Lismore Headspace office: Phone: (02) 6625 0200.

Tweed Heads Headspace office: Phone: (07) 5589 8700.

Being healthy is more than just not being sick; it involves feeling, physical, social, emotional, spiritual & cultural wellbeing.
Family violence help

In a respectful relationship you:

• Don’t have to do everything together because you feel secure in your relationship.
• Can share the decision making in a fair & equal way.
• Aren’t afraid to be honest with each other & can talk about your thoughts & feelings openly & honestly.
• Can trust one another that going out with family & friends (male or female) is okay.
• Both can accept that there are good times & times when you need to respect differences in opinion & work on your relationship.

On Track Community Programs (OTCP)

Works with 9 other organisations across the North Coast to lead the delivery of Specialist Homelessness Services (SHS) for women who are experiencing domestic and family violence. Covering from Tweed Heads to Grafton, and as far west as Kyogle. Contact OTCP Alliance Homelessness Assistance Line. **Phone: 1300 355 305.**

Aboriginal Domestic Violence Service

provides community education regarding the effects of family violence in Aboriginal families living in Richmond area. The service provides limited advocacy, support & referral on for ongoing assistance for Aboriginal women affected by Domestic Violence. **Contact Goonellabah Child & Family Health Centre on (02) 6625 0111 & ask for the Aboriginal Domestic Violence Officer.**

Aboriginal Family Health Worker

is involved in community development & education & prevention around domestic & sexual violence in ATSI communities. Works closely with Education Centre against Violence (ECAV) based in Tweed Heads. Also provides advocacy resources & appropriate referrals for youth & adults. To find out more: **Phone: (07) 5506 7597.**
NSW Domestic Violence Helpline

provides telephone counselling, information & referrals for women & same-sex partners who are experiencing or have experienced domestic violence.

Phone: 1800 656 463.

Rekindling the Spirit (RTS)

services Aboriginal Families of Lismore and surrounding areas, dealing with a clientele who have substance abuse issues, problems with violent behaviour, and difficulty connecting with Partners and Children. Their programs give an opportunity to others who want to turn their lives around, and start living a lifestyle that nurtures themselves and others close to them. They have men’s and women’s groups that meet weekly. Please contact the service to find out more.

Phone: 02 6622 5534.

The Men & Family Centre

aims to support & cooperate with men, women & children to create respectful relationships free from all violence & abuse, & encourage men’s involvement in building healthy communities. The service offers groups for men who want to take responsibility for their abusive behaviour & for women who have recently left or are living with abusive relationships. Phone: (02) 6622 6116.

Housing

Department of Housing (NSW)

service focus is on social housing for eligible applicants. Have programs such as the Rentstart Bond Loan to help people access the private market. Can request to speak to an Aboriginal Client Service Officer (CSO) Free call 1300 468 746 or Phone: (02) 6623 2424. There are also offices in Grafton, (02) 6641 1192 or (02) 6641 1191 (visit by appointment only) & Tweed Heads (07) 5524 0666.

Department of Housing (NSW) also has temporary accommodation if homeless. Ring Free call 1300 468 746 during office hours but if the need arises out of office hours use the After Hours Emergency Accommodation. Phone: 1800 152 152.
North Coast Community Housing Company (NCCH)

is a not-for-profit company managing long-term social & affordable housing for people with special needs & residents with low & moderate incomes in the far North Coast region of New South Wales in Australia.

Phone: Tweed office: (07) 5523 5800 Lismore office: (02) 6627 5300 &
Grafton office: (02) 6642 9100.

Northern NSW Aboriginal Tenants Advice & Advocacy Service

works in a non-discriminatory manner for Aboriginal people to access support, representation, advice, information, conciliation & education. Can advocate & assist with the following when available:

- Write letters of support.
- Telephone Advice.
- Attend the Tribunal (NSW Civil Administrative Tribunal – NCAT).
- Tribunal (NCAT) Mediation & Advocacy.
- Assist with Housing Appeals Committee applications & hearings & other appeal applications.
- Assist to resolve Repairs & Maintenance issues.
- Help find services that can assist with other issues.
- Attend meetings with your landlord including Housing NSW.
- Negotiations with landlords.
- Referrals.
- Individual home visits.

Phone: 1800 248 913 or (02) 6643 4426.

Northern Rivers Community Gateway Helping Hands Indigenous Housing Support

is a service for Aboriginal people in the Northern Rivers region, over the age of 18, who are homeless or at risk of becoming homeless. Phone: (02) 6621 7397.

On Track Community Programs (OTCP)

services Aboriginal people who are at risk of, or experiencing homelessness. Covering from Tweed Heads to Grafton, and as far west as Kyogle. Contact OTCP Alliance Homelessness Assistance Line. Phone: 1300 355 305
Transport

HART (Northern Rivers Community Transport Inc.)
provide affordable & reliable transport services to community groups & individuals in the Northern Rivers Community Transport (NRCT) area. NRCT have Aboriginal volunteer medical drivers & community bus drivers who assist with transporting Aboriginal clients. Priority is also given to people who cannot access public transport, or do not have access to private transport provided by relatives or friends as well as assisting organisations that provide services to members of the HACC target group. People who reside in isolated areas will also be looked at as a priority.
Phone: Tweed Byron & Ballina 1300 875 895. Lismore, Casino, Kyogle & surrounds Phone: (02) 6628 0260 or (02) 6628 6000 or Clarence Valley (02) 6645 3200.

Refuges

Lismore Women & Children’s Refuge
is a crisis short term supported accommodation for women & their children. Phone: (02) 6621 2685 (24/7).

Lismore Aboriginal Women & Children’s Refuge
is a crisis short term supported accommodation for women & their children. Phone: (02) 6621 5187 (24/7).

Ballina Hope Haven Women’s & Children’s Refuge
provides accommodation & support for a number of women & their children who suffer from domestic violence or are homeless. Phone: (02) 6681 6704 (24/7).
Legal Services

Aboriginal Legal Service NSW/ACT

is a law firm providing a range of legal services. This service represents people in criminal law, family law & children’s care & protection law matters.
Phone: Lismore (02) 6623 4400 or Grafton (02) 6640 1400.

Northern Rivers Community Legal Centre (NRCLC) Legal Services

has the following services, free advice, information & referral on most civil areas of law, free community legal education on a broad range of legal topics, free publications on a broad range of legal topics & law reform, lobbying & advocacy.

This service provides free legal advice to disadvantaged individuals & groups who cannot afford a private solicitor. Priority is given to our target groups: women; welfare recipients; people with disabilities; lesbian, gay, bisexual, trans & intersex people; Aboriginal & Torres Strait Islander people; youth & older people. Northern Rivers Community Legal Centre offers drop in appointments for Aboriginal people at the

Lismore office, Monday to Friday, 9am to 4pm (closed 1 -2pm).
Phone: (02) 6621 1000 or the Grafton office Phone: (02) 6640 1400.

Dental

The Northern NSW Local Health District

provides free dental care to all children/and young people up to 18 years of age, as well as adults who are eligible Health Care Card or Pensioner Concession cardholders & permanently reside in the NNSW LHD. The Priority Oral Health Care Program ensures that people requiring care are seen in order of need as well as socio-economic & other risk factors. Clinics are located in Tweed Heads, East Murwillumbah, Mullumbimby, Pottsville, Goonellabah, Nimbin, Casino, Ballina, Maclean, Grafton & Yamba.

All people requesting oral health care must be assessed & registered through the Information System for Oral Health (ISOH) using a 1300 number to a central Call Centre. To register & get an appointment for the following areas:
Phone 1300 651 625.
Tweed/Byron Oral Health Network

Tweed Heads Dental Clinic  
at Florence Street, Tweed Heads.

Byron Dental Clinic  
at Ewingsdale Rd, Byron Bay

Pottsville Dental Clinic  
at Elizabeth Street, Pottsville.

Richmond Oral Health Network

Casino & District Memorial Hospital Dental Clinic  
at the Community Health Building, Hotham Street, Casino Base Hospital, Casino.

Goonellabah Dental Clinic  
at 37 Oliver Avenue, Goonellabah, (Situated in the Community Health complex, next to the Council Chambers opposite Coles Supermarket).

Nimbin Dental Clinic  
at Nimbin Community Health Dental Clinic, Cullen Street, Nimbin.  
(In the main street (Cullen Street) of Nimbin, clinic is in the old hospital building, opposite the Police Station).

Ballina /Clarence Oral Health Network

Ballina Dental Clinic  
at Ballina Dental Education Unit, Corner of Fox & Moon Streets, Ballina.

Maclean Dental Clinic  
at Maclean Community Health Dental Clinic is in the Community Health Department at Maclean Hospital, Union Street, Maclean.

Grafton – Aruma Dental Clinic  
at Queen Street, Grafton.

Yamba Dental Clinic  
at Roberts Close, Yamba Community Health Centre, Yamba.
Early Childhood Care

YWCA NSW Northern Rivers

service focus is on children & families & is passionate about supporting local early childhood services to help them to live safe & happy lives in families, schools & communities where they are understood & nurtured. To find out more on how this service helps.

Phone: (02) 6625 5800.

Supported Playgroup Goori Playgroup

in Goonellabah is the Beanies group which meets on Thursdays during school term 11am to 1pm for Aboriginal families who can enjoy a playgroup where culture is celebrated & support is extended. Transport & lunch provided.

Phone: (02) 6625 5809.

Jarjum Preschool

in Lismore provides support, advocacy & liaison through the Aboriginal Jarjum Family Worker to families who are experiencing disadvantage in accessing services that are needed to have safe lives & strong families.

Phone: 0433 140 634.

CRANES: Community Support Programs.

assisting individuals & families in areas of need with Children’s services, Family Services, Mental Health Services, & Aged Care.

Phone: Grafton Office Phone: (02) 6642 7257 or
Maclean Office Phone: (02) 6642 7257.
Family help

Parent Line

is a free & confidential 24 hour telephone counselling & referral service for all NSW parents. If you need help or advice with parenting.
Phone: 1300 1300 52.

Brighter Futures program

provide a range of tailored services including case management, casework focused on parent vulnerabilities, structured home visiting, quality children’s services, parenting programs & brokerage funds. Eligible families will have at least one of the following program vulnerabilities which impacts adversely on their capacity to parent &/or the child’s safety & wellbeing:

- domestic violence;
- drug or alcohol misuse;
- parental mental health issues;
- lack of parenting skills or inadequate supervision;
- parent/s with significant learning difficulties or intellectual disability.

The services deliver targeted early intervention services to families with children who are at high risk of entering or escalating within the statutory child protection system. It supports families with children under 9 years of age, or families expecting a child, providing intervention & support that will achieve long-term benefits for children.

Brighter Futures North Coast Program has been developed by the Consortium Far North Coast, through funding provided by Family & Community Services (FaCS,) & delivers direct services & support to vulnerable families living in the Northern Rivers region.

Mid Richmond Brighter Futures service Evans Head, Broadwater, Woodburn, Coraki & surrounding rural locations.
Phone: (02) 6682 4334.

Brighter Futures at Casino Neighbourhood Centre services Kyogle, Richmond Valley
Phone: (02) 6662 2273.
Neighbourhood Centres

There are many Neighbourhood Centres in the Northern Rivers area. They can help families with advice, support, information and other assistance. Please contact your local service to find out what they offer.

- Pottsville (02) 6676 4555
- Mullumbimby (02) 66841 286
- Mid Richmond (02) 66824 334
- Nimbin (02) 6689 1692
- South Grafton (02) 6640 3800
- Murwillumbah (02) 6672 3003
- Lismore (02) 6621 7397
- Casino (02) 6662 2898
- Kyogle (02) 6632 2333

Family Support Services

are located throughout our Health District. They can help with a number of services to support families. If assistance is needed, please phone the following services in local area.

- The Family Centre – Tweed: (07) 55248711
- Lismore: (02) 66212489
- Ballina/Byron: (02) 66864109
- Bunjum Families First Service Ballina: (02) 66865644
- Casino: (02) 66626792
- Kyogle: (02) 66321044

Child Protection

Child Wellbeing Unit

1300 480420 (this is for workers in Government agencies who are mandatory reporters).

Child Protection Helpline

/Public/ Community) 24/7. Phone: 132 111.
Useful websites & online resources

SIDS & Kids
www.sidsandkids.org
Is dedicated to saving the lives of babies & children during pregnancy, birth, infancy & childhood, & to supporting bereaved families. Their vision is delivered through world class research, evidence based education & bereavement support; & advocacy.

Lismore Women’s Health & Resource Centre
www.lismorewomen.org.au
Provides a wholistic women’s health service in a safe & respectful environment.

NSW Health Office of Kids & Families
www.kidsandfamilies.health.nsw.gov.au
Useful resources & links to services for parents; kids & families.

Raising Children Network
www.raisingchildren.net.au
Up to date material on more than 800 topics related to raising healthy children from newborns to early teens.

John Hunter Children’s Hospital
www.kaleidoscope.org.au/healthfactsheets.html
A range of online fact sheets on children’s health issues.

Healthdirect Australia
www.healthdirect.org.au
A free 24-hour telephone health advice & information service.
Phone: 1800 022 222

Deadly Tots – Love Yarn Sing Read Play -
www.deadlytots.com.au
A variety of resources that promote the key messages & share the latest information on children’s social, emotional & intellectual development with families & communities of Aboriginal children.

Families NSW
www.families.nsw.gov.au/resources/resources-index.htm
A range of resources for parents to provide advice & information on the social, emotional & intellectual development of children.
Karitane & Tresillian website


For more information on a range of early parenting issues.

Kidsafe (NSW)

www.kidsafensw.org

Information about current news & events, fact sheets, resources & program information to help keep children safe.

Healthy Kids

www.healthykids.nsw.gov.au

A ‘one stop shop’ of information for parents & carers about healthy eating & physical activity.

The Save the Date to Vaccinate app

To download the app, visit: www.immunisation.health.nsw.gov.au

Why you should download the handy ‘Save the Date to Vaccinate’ app:

- it’s free & easy to use
- to create a personalised schedule for each child
- sends you reminders to set appointments
- provides immunisation information at your fingertips
- offers free lullabies.

Australian Indigenous Health Info Net

www.healthinfonet.ecu.edu.au/

An innovative Internet resource that aims to inform practice & policy in Aboriginal & Torres Strait Islander health by making research & other knowledge readily accessible. It is a great resource for workers as it has comprehensive information on a variety of subjects affecting Aboriginal communities in regard to health. Also has access to Indigenous resources that can be downloaded & used in clinics & by workers in many Health services. In this way, it helps contribute to ‘closing the gap’ in health between Aboriginal & Torres Strait Islander people and other Australians.

Australian Breastfeeding Association

www.breastfeeding.asn.au

Provides breastfeeding support & information.

Pregnancy Counselling Link

www.pcl.org.au/

Provides non directive information & counselling on unplanned pregnancy, fertility, miscarriage, pregnancy loss & post abortion grief 24/7 service.
Pregnancy Birth & Baby

www.pregnancybirthbaby.org.au
is an online service that is there for you and you can also call 1800 882 436 if you need someone to talk to. It is a 24-hour service for confidential advice and support. Assisting parents with a variety of information for their journey from pregnancy to preschool. Getting the guidance and reassurance you need about developmental and behavioural concerns or even talk to the counsellors for emotional support.

Family Planning NSW

www.fpnsw.org.au
Free information about reproductive & sexual health.

Tresillian Family Care Centre Lismore

https://www.tresillian.org.au/
Helping parents gain confidence in their new roles as mums & dads & teaching about routines in breastfeeding, sleep, settling & nutrition as well as dealing with post-natal depression & nutrition.

Child & Family Service
Directory Supporting
Ballina & Byron Shires

http://directory.byronearlyintervention.org.au/

Lismore Child & Family Website

www.lismorechildandfamily.info/
For families who are going through difficult times their children may need extra care & support. You can find information here about services that help children, parents, carers & families. You are able to access up-to-date information about support, services, programs, events, & opportunities that could assist them to support vulnerable children.

Stay Strong & Healthy
It’s Worth It

Developed specifically for Aboriginal communities, the project is aimed at informing families who are planning or expecting a baby of the risk of drinking alcohol when they are pregnant. The set of resources includes:

- an illustrated story book about a pregnant young Aboriginal woman
- a poster
- a postcard
- two videos – one for women & also one for men about supporting their partner to not drink during pregnancy.
Useful websites & online resources

NSW Health Office of Kids & Families website


Dads Know Breast is Best video

http://www.kidsfamilies.health.nsw.gov.au/publications/dads-know-breast-is-best-video/ Developed & produced by South Western Sydney Local Health District (SWSLHD), with funding from NSW Kids & Families, this video was made in collaboration with a group of local Aboriginal men, & encourages Aboriginal fathers to support their partner in breastfeeding their babies. The video can be viewed through the above link to YouTube.

Being a Dad


Website of Parenting SA. This is a resource talking about Dads being important in children’s lives & there is a booklet called Aboriginal Parent Easy Guide that can be downloaded.

Our Health Our Way


These include youth health resources including seven short videos, Poster, Brochure & Our Health, Our Way videos teacher’s notes (or classroom resources).


