

# Newsletter

# TERM 2

MAY TO JULY 2024



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**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 Social Services



Australian Government  
National Indigenous  
Australians Agency



Brotherhood of St Laurence  
Working for an Australia free of poverty



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*



## KINDY GYM

Have fun! Be active! Grow fit and strong!

For children aged 3-5 years.  
Free for children enrolled in our HIPPIY Program.

For more information call 49 800 800.

**Booking required.**



**MONDAYS & FRIDAYS**

**10am - 11am & 11am - 12pm**  
**PCYC 17-19 Sturgeon St,**  
**Raymond Terrace**

## CULTURAL PLAYTIME PLUS

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

For more info, call 49 800 800.

**No booking required just drop in!**



**TUESDAYS**

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

## CULTURAL SPACE

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

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

For more info call Rachel on 49 800 800.

**No booking required, just drop in!**



**TUESDAYS & WEDNESDAYS**

**3.30pm - 4.45pm**  
**3 Phillip Street, Raymond Terrace**

## PLAYTIME PLUS - RAYMOND TERRACE

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

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

For more info call 49 800 800.

**No booking required, just drop in!**



**WEDNESDAYS**

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

## SEWING AND YARNING GROUP

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

**Ring Aunty Michelle on 0434212480 or Barbara on 0447688328 to come along.**

Booking required.



**MONDAYS**  
**10am - 12pm**  
**KARUAH COMMUNITY HALL**

## YOUNG PARENTS GROUP

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

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

Morning tea provided.

For more info call 49 800 800.

**No booking required, just drop in.**



**THURSDAYS**  
**10am - 12pm**  
**3 Phillip St, 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 development 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.



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

## TILLY PARENT GROUP

Come along for a cuppa and conversation.

Tilligerry Parent Group is guided by the participants who determine the activities for the group. A children's group run's alongside the parents group.

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



**MONDAYS**

**10am to 12pm**

**Mallabula Hall**

**Lemon Tree Passage Rd, Mallabula**

## HABITAT KIDS CLUB - TILLIGERRY

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

The children, whilst learning about their local environment, are also learning valuable things about themselves. For children in years 3 & 4.

**Booking required. Call 4984 5298 to book.**



**MONDAYS**

**After school til 5pm**

**Lemon Tree Passage Rd, Mallabula**

## PLAYTIME PLUS - TILLIGERRY

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

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

No booking required, just drop in!

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



**TUESDAYS**

**10am - 12pm**

**Mallabula Hall**

**Lemon Tree Passage Rd, Mallabula**

## TILLY LEGENDS

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

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

**Booking required. Call 4984 5298 to book.**



**TUESDAYS**

**After school til 5pm**

**Mallabula Hall**

**Lemon Tree Passage Road, Mallabula**

# LEARN TO COOK EASY & HEALTHY MEALS

NEST is a fun 6-week cooking and nutrition program designed to help you make lasting changes for better health!

OzHarvest's NEST program teaches you new skills for better health in just six weeks.

- Save money on your food budget
  - Store food safely
  - Understand food labels
- Plan meals and reduce waste
- Cook easy and healthy recipes



Each session runs for 2.5 hours and includes fun nutrition activities, group cooking lessons and sharing a meal together.

At the end of the 6-week program you'll receive a certificate, take home resources, and your own copy of the **OzHarvest Everyday Cookbook** packed full of simple, healthy, and delicious recipes – most of which cost less than \$3.00 per serve!

## YOUR NEST PROGRAM WILL BE HELD AT:

Mallabulla Community Centre

**Date(s):** Wednesdays 8.5.24, 15.5.24, 22.5.24, 29.5.24, 5.6.24 and 12.6.24

**Time:** 10.00am- 12.30pm

**Location:** Mallabulla Hall, 1195 Lemon Tree Passage Rd Mallabulla 2319

**Contact :** leave you name with Miranda at Mallabulla or call Anne Hills : 0437459598



Nice. Easy. Simple. Tips.



# The DECK

YOUTH VENUE



Free to be you 

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

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

Free To Be You aims to provide:

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

For more information, please phone or text 0498 118 335.



## Wednesday Youth Drop In

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

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

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

**Call 49 800 800 for more information**

After hours line (5pm-6pm) - 0498 118 335



Not running in Term 2.  
Watch this space...

THE DECK YOUTH VENUE



## TUNING IN TO KIDS

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

Would you like to learn how to:

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

Childminding available (spaces limited).

**Booking required - Call 49 800 800**



**THURSDAYS**  
**16/5/24 - 20/6/24**  
**10am - 12pm**  
**5 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?

**Booking required - Call 49 800 800**



**THURSDAYS**  
**9/5/24 - 13/6/24**  
**5 Phillip St, Raymond Terrace**



### 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.

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.

**Want to know more?**



**Call 49 800 800 for more information**





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

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

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

## Some of what we can help with at PSFaNS:

(it all depends what's right for you)



### Legal support

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



### Help with housing

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



### Home & personal security devices

Helping you and your children to feel more safe and secure



### Managing finances

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



### Women Speak

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



### Supported Groups

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

**Phone: 49 800 800 Referrals: [shlv@psfans.org.au](mailto:shlv@psfans.org.au)**

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

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

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



## WOMEN SPEAK

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

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

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

**Bookings essential, phone 49800800.**

**Group 1**  
**WEDNESDAYS & FRIDAYS**  
**1/5/24 - 17/5/24**  
**10am - 12pm**  
**5 Phillip St,**  
**Raymond Terrace**

**Group 2**  
**WEDNESDAYS**  
**22/5/24 - 26/6/24**  
**10am - 12pm**  
**5 Phillip St,**  
**Raymond Terrace**

## LEGAL ASSISTANCE FOR WOMEN

A culturally safe legal and socialwork service. ALS support women, their children and young people.

ALS have lawyers, social workers and community engagement officers that can help you with your legal issues, and provide socialwork supports.

**WHERE:** Hunter Valley Outreach Centre  
Port Stephens Neighbourhood Centre, 3 Phillip Street, Raymond Terrace, NSW 2324

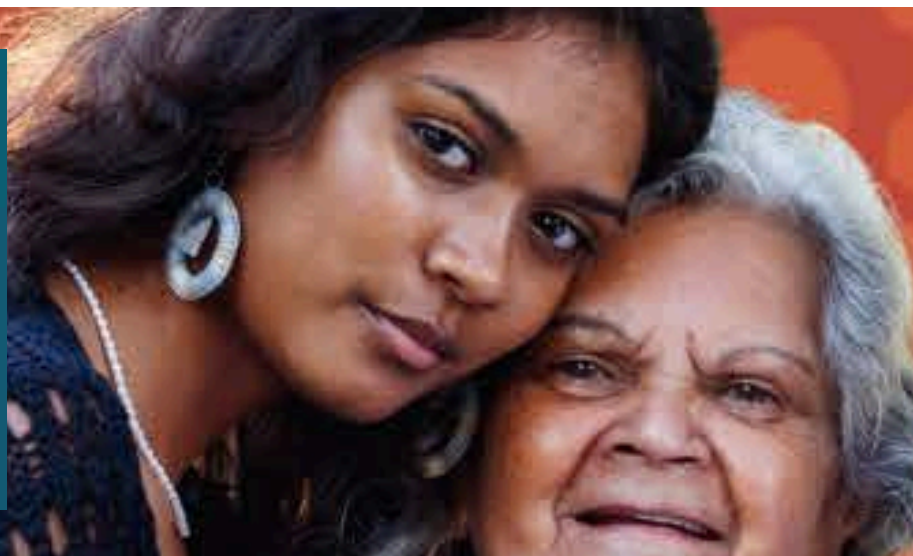
**WHEN:** 21 May 2024, 18 June 2024

**TIME:** 10am to 1pm

**CONTACT:** Toll free: 1800 765 767 Email: [law@alsnswact.org.au](mailto:law@alsnswact.org.au) Newcastle office: (02) 4914 6565



**Need help to**  
**keep you and**  
**your family safe?**



## 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](mailto:shs@psfans.org.au)**

## I RESPECT PROGRAM

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

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

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

### In summing up, it:

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

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

## SPECIALIST HOMELESSNESS SERVICES (SHS)

### WHAT WE CAN DO TO HELP YOU

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

### EARLY INTERVENTION

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

### THOSE PEOPLE WE CAN HELP INCLUDE

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

### WHO IS ELIGIBLE

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

## RENT IT TO KEEP IT

A short course about the private rental market and you!

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

**Bookings essential - Call 4987 1331**



**Phone: 4987 1331**  
**Referrals: [shs@psfans.org.au](mailto:shs@psfans.org.au)**



## CHILD & FAMILY COUNSELLING

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

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

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

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



**Phone: 49 800 800**  
**Referrals: [caf@psfans.org.au](mailto:caf@psfans.org.au)**

## YOUTH & FAMILY COUNSELLING

### Is this you?

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

### Who Is This For?

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

### What do we do?

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



**Phone: 49 800 800**  
**Referrals: [yaf@psfans.org.au](mailto:yaf@psfans.org.au)**

# HEADSPACE EXTRA



### Aims of the program

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

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

### Eligibility Criteria—

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

The referral pathway into the program is the same as a Headspace Newcastle referral by way of completion of the referral form located on the website <https://headspace.org.au/headspace-centres/newcastle/>.

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



## FINANCIAL COUNSELLING

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

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

**Appointments are necessary.**



## **ERF (EMERGENCY RELIEF FUNDING)**

**EERF is financial assistance**, which we can usually provide in the form of grocery vouchers. Hardship assistance may also be available with Electricity and Gas bills, Hunter Water and Port Stephens Council Rates *subject to eligibility*. Depending on your situation, we can also let you know about other programs and local services which may be able to help.

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

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



**Phone: 4987 1331 for an appointment**

## **WORK & DEVELOPMENT ORDERS (WDO'S)**

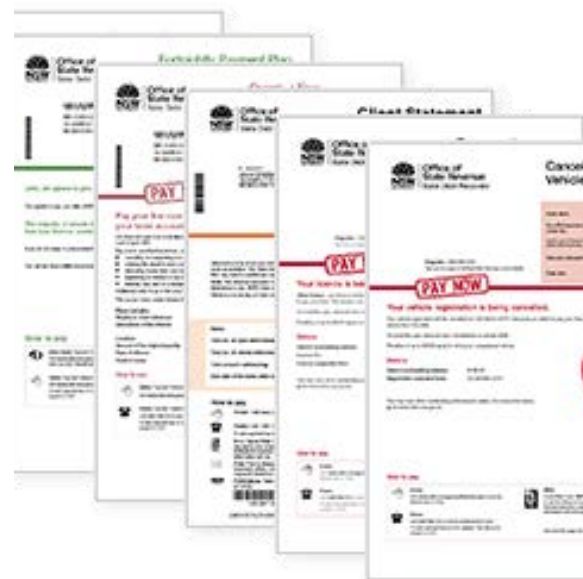
### **Do you have a debt with Revenue NSW?**

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.



**Ask your PSFaNS worker or call 4987 1331 for more information**

## **MEDICATION PROGRAM FOR HOMELESS PEOPLE**

### **DO YOU NEED HELP PAYING FOR YOUR PBS PRESCRIPTION MEDICATION?**

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

**Call 49871331 or 49800800 to arrange.**

*Scripts will be processed through Capitol chemist Raymond Terrace*



## 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**

## 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.

## SCHOOL STUDENT BROADBAND INITIATIVE

**FREE** internet at home **until December 2025** for unconnected students.

**Students in eligible premises will have access to:**

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

**To be eligible, families must:**

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

**To check your eligibility, call The National Referral Centre on 1800 954 610.**

Current clients can ask your worker to help you with this.

All school children deserve access to educational opportunities!



## CENTRELINK HELP

Having trouble?

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

**To make an appointment phone 4987 1331**



## 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 4987 1331**



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

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

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

Hampers can only be received once per fortnight.

## FOOD HAMPERS

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

Can be accessed once a month only.

**Call 4987 1331 to register.**



## BREAD

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

## 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.





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

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

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

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



**Industry  
Partnership**

Homelessness NSW  
Domestic Violence NSW  
Foundations

## OUR LOCATIONS + Providing outreach to all areas in Port Stephens



**3 Jacaranda Ave  
Raymond Terrace  
4987 1331**

**Address:**

3 Jaccaranda Ave,  
Raymond Terrace  
NSW 2324

**Postal Address:**

Po Box 391,  
Raymond Terrace  
NSW 2324

**Phone: 4987 1331**



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

**Address:**

3 Phillip Street,  
Raymond Terrace  
NSW 2324

**Postal Address:**

Po Box 391,  
Raymond Terrace  
NSW 2324

**Phone: 49 800 800**



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

**Address:**

1a Kangaroo St,  
Raymond Terrace  
NSW 2324

**Postal Address:**

Po Box 391,  
Raymond Terrace  
NSW 2324

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



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

**Address:**

Mallabula Hall,  
Lemon Tree  
Passage Rd,  
Mallabula NSW 2319

**Postal Address:**

Po Box 391,  
Raymond Terrace  
NSW 2324

**Phone: 4984 5298**

## IMPORTANT PHONE NUMBERS

**Link2Home** 1800 152 152

**Domestic Violence Line** 1800 656 463

**Kids Helpline** 1800 551 800

**Child Protection Helpline** 132 111 (TTY 1800 212 936)

**Parent Line** 1300 1300 52

**24 Hour Mental Health Line** 1800 011 511

**MensLine** 1300 78 99 78

**Emergency** 000



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

# FAQ'S

**Who do you help?** Anyone residing in the Port Stephens LGA. Single people, partnered people with and without children in their care, young parents, young people and single parents.

**Do you only help people in Raymond Terrace?** No, we outreach to ALL areas in the Port Stephens LGA. From Fingal Bay to Karuah, Anna Bay to Williamtown and all places in between!

**What if I have no way to get to you?** Our counsellors / caseworkers can meet you in your home, at one of our centres or somewhere else convenient to you. We can now also provide Emergency Relief appointments over the phone. Transport is available to some groups.

**Why do you have 2 offices in Raymond Terrace?** Port Stephens Family and Neighbourhood Services is an amalgamation of Port Stephens Family Support and Raymond Terrace Neighbourhood Centre since 2014. Until we find a space big enough to fit us all, we are based out of our previous service offices.

**How do I know which office to call?** It can be confusing as Google only allows us 1 main listing, but we have 4 service locations. Details for all 4 sites on page 17. The phone number to call is listed under each individual service / program.

**Are all your services really free?** Yes. Port Stephens Family and Neighbourhood Services are a not for profit, non-government organisation. All of our services are free thanks to our funding bodies.

**Do you accept donations?** Yes. We accept new or as new clothing that is clean, very good condition (without stains, pilling, holes or tears). Larger items we can accept but we do not have any storage space so we will try to find someone who needs your bulky items before accepting them on site (if you have the time to wait while we do that).  
If making a cash donation, you can select where you would like your funds to go. Supporting the homeless, trauma packs for children, support for families escaping domestic violence, food help for those in need, supporting disadvantaged kids to join after school sports or music lessons. So many options! All donations over \$2 are tax deductible. Head to our donations page for more info  
<http://www.psfans.org.au/make-a-donation/>

**Can I volunteer?** Yes. We value volunteers and it is important to us that you take on roles that you are comfortable with and that you enjoy. For more information on volunteering, head to our website <http://www.psfans.org.au/contact/volunteering/>



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