

A GUIDE TO SERVICES AND ACTIVITIES FOR FAMILIES



2019





The City of the Blue Mountains is located within the Country of the Darug and Gundungurra peoples. The Blue Mountains City Council recognises that Darug and Gundungurra Traditional Owners have a continuous and deep connection to their Country and that this is of great cultural significance to Aboriginal people, both locally and in the region.

For Darug and Gundungurra People, Ngurra (Country) takes in everything within the physical, cultural and spiritual landscape - landforms, waters, air, trees, rocks, plants, animals, foods, medicines, minerals, stories and special places. It includes cultural practice, kinship, knowledge, songs, stories and art, as well as spiritual beings, and people: past, present and future.

Blue Mountains City Council pays respect to Elders past and present while recognising the strength, capacity and resilience of past and present Aboriginal and Torres Strait Islander people in the Blue Mountains region.

MESSAGE FROM THE MAYOR

It is my pleasure to present the 4th edition of the Blue Mountains Guide to Services and Activities for Families.

The Directory aims to provide information to support the diversity of families living in the Blue Mountains to access services, enjoy their local community and find the support they may need during times of transition.

The Directory is part of Blue Mountains Council's commitment to support families and our aspiration to make the Blue Mountains a child, youth and family friendly community.

It sits alongside our other Directories, ***Mountains of Help*** (for young people) and ***Community Care Guide*** (for older people and people with disabilities).



Other ways Council is providing support to families includes:

- employment of Community Development Officers who provide support and advocacy and also initiate projects relevant to the specific needs of the community;
- convening of the Stronger Families Alliance network of services across the Mountains working collaboratively on local community priorities to support families;
- providing accommodation for services supporting children, young people and families across the Local Government Area;
- promotion of Blue Mountains as a “welcoming refugees area” for families who have had to flee their homeland and seek a safe place to live;
- award winning family day care;
- parks and ovals for sport, play and recreation;
- libraries including activities for children;

- Cultural Centre, Community Hub and Community Halls for community events and entertainment.

Access to this Directory is available in hard copy at Council and online on the BMCC website – www.bmcc.nsw.gov.au/guide-for-families. You can also find an online copy at the Stronger Families Alliance website www.strongerfamilies.net.au along with other resources for families or at www.bmcc.nsw.gov.au.

Contact Numbers for Council Support Staff are as follows;

- Community Development Officer - Child & Family: 4780 5462
- Community Development Officer - Young People: 4780 5545 or 4780 5680
- Community Development Officer - Aged & Disability : 4780 5546
- Aboriginal Community Development Officer: 4780 5560.

At Council we are committed to ensuring that our community supports families in whatever forms they come in. It is my hope you will find this information useful.

Yours sincerely



Mark Greenhill ,OAM

Mayor





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EMERGENCY CONTACTS & INFORMATION

EMERGENCY SERVICES

Fire/Ambulance/Police Emergencies 000, TTY 106

Bush Fire Information Line **1800 679 737**

State Emergency Service **132 500**

Energy Emergency - If life threatening call **000**. Contact your local distributor.

Sydney Water **13 20 90**

HOSPITALS AND MEDICAL HELP

Blue Mountains Hospital **4784 6500**

Cnr Great Western Highway and
Woodlands Rd, Katoomba

Springwood Hospital **4784 6500**

7 Huntley Grange Road, Springwood

Lithgow Hospital **6350 2300**

Cnr Col Drewe Drive and Great Western
Highway, Lithgow

Nepean Hospital **4734 2000**

Derby St, Kingswood

Westmead Children's Hospital **9845 0000**

Cnr Hawkesbury Road and Hainsworth St,
Westmead

After Hours Health Services

afterhourshealth.com.au or contact
Health Direct **1800 022 222**

Poisons Information Line **13 11 26**

CRISIS HELPLINES

LifeLine **131 114**

Suicide Call Back Service **1300 659 467**

Parent Line **1300 130 052**

Kid's Help Line (Free Call) **1800 551 800**

Beyond Blue **1300 224 636**

Provides information and help when
you're feeling depressed or anxious.

Domestic Violence Line **1800 656 463**

1800 RESPECT 1800 737 732 24-hour
sexual assault, family and domestic
violence counselling line for anyone who
has experienced, or is at risk of, family and
domestic violence and sexual assault.

NSW Rape Crisis Centre **1800 424 017**

24/7 counselling for people who have
been sexually assaulted or abused.

Mental Health Access Line **1800 011 511**

Children's Legal Service Hotline **1800 101 810**

Criminal legal advice if you're under 18.

Health Care Interpreter Service

Western Sydney Local Health District
9912 3800 (24 hours).

CHILD PROTECTION

Child Protection Helpline

13 21 11, TTY **9633 7698**, National Relay
Service **133 677** 24 hours/7 days. Ring to
report suspected child abuse.

Child Abuse Prevention Service (CAPS)

9716 8000 childabuseprevention.com.au

Provides the Safe Children, Safe Families
program which includes workshops for
childcare workers, parents and children.

Mandatory Reporter Guide (for mandatory reporters) – ChildStory Reporter

reporter.childstory.nsw.gov.au/s.

Mandatory reporters (professionals in
contact with children) should use the
Mandatory Reporter Guide (MRG) to guide
their decision making and determine
whether or not to report to the Child
Protection Helpline (see website above).

Western Sydney Family Referral Service

(FRS) **1300 403 373** relationshipsnsw.org.au/support-services/western-sydney-family-referral-service/

FRS supports families with vulnerable
children and young people, linking them
to appropriate community services.

NSW FACS COMMUNITY SERVICES CENTRES

Prevention and early intervention, child protection and out-of-home care.

Blue Mountains Community Services Centre 4752 2600

435-457 Great Western Hwy Faulconbridge

Penrith Community Services Centre 4722 7300 2-6 Station St, Penrith.

DOMESTIC & FAMILY VIOLENCE SERVICES

1800 RESPECT 1800 737 732 24-hour sexual assault, family and domestic violence counselling line for anyone who has experienced, or is at risk of, family and domestic violence and sexual assault.

WestConnect 4732 2318 wcdvs.org.au
West Connect Domestic Violence Services provides domestic violence support in the Penrith/Nepean, Blue Mountains, Blacktown/Hills and Hawkesbury district. Offers support and accommodation options for women with or without children who are experiencing or escaping domestic and family violence or abuse and for those women who may be at risk of homelessness. WestConnect assists women, regardless of cultural background, sexual preference or age.

Domestic Violence Line 1800 656 463

Blue Mountains Women's Health & Resource Centre 4782 5133 bmwhrc.org
Sensitive support, referral and programs, including women's health doctors, counselling and group programs.

EMERGENCY RELIEF

Lifeline Telephone Crisis Support
13 11 14

Mountains Care (Emergency Crisis Relief) 4720 6100

Gateway Family Services Blaxland
4720 6500; Katoomba 4782 5326

Provides emergency food vouchers and financial relief.

Thrive Services 4782 1555 Subsidised food parcels, donated fresh food, assistance with utility bills.

Salvos Connect 1300 371 288

For vouchers to assist with financial help and purchasing food and clothing.

Suicide Call Back Service 1300 659 467

Operates 24 hours/7 days and the website offers video counselling.

Winmalee Neighbourhood Centre

4754 4050 Community Food Cupboard, fresh food, emergency food vouchers, Winter Warmers, utility assistance and financial counselling.

FAMILY SUPPORT SERVICES

See also **Neighbourhood Centres** on page 9 as they can provide support in the form of groups and information on other support services.

Family Support Services can provide emergency financial relief, gas and electricity vouchers and some food relief. Contact the following services for opening hours, availability of emergency relief and/or vouchers.

Thrive Services 4782 1555
thriveservices.org.au

Gateway Family Services Blaxland
4720 6500; Katoomba 4782 5326
gatewayfamilyservices.org.au

Family Drug Support (24 hours)
1300 368 186 fds.org.au.

Western Sydney Family Referral Service

1300 403 373 relationshipsnsw.org.au
FRS supports families with vulnerable children and young people, linking them to appropriate community services.



NEIGHBOURHOOD CENTRES

Neighbourhood Centres provide local information, host groups, run courses, and provide internet access, low cost loans and emergency relief, volunteering opportunities and much more.

Belong Blue Mountains - Katoomba Neighbourhood Centre

4782 1117 kncinc.org.au

8 Station Street, Katoomba

Mondays–Fridays 9.00am–12.30pm,
1.30pm–5.00pm

Belong Blue Mountains - Lower Mountains Neighbourhood Centre

4739 1164 lmnc.org.au

33 Hope Street, Blaxland

Mondays–Thursdays 9.00am–4.30pm,
Fridays 9.00am–1.00pm

Belong Blue Mountains - Mid Mountains Neighbourhood Centre

4759 2592 mmnc.org.au 9 New Street, Lawson,

Mondays–Fridays 9.00am–4.00pm

Blackheath Area Neighbourhood Centre

4787 7770 banc.org.au

Corner Gardiner Crescent and Great Western Highway, Blackheath

Mon–Fri 9.30am–12.30pm, 1.30pm–4.30pm

Springwood Neighbourhood Centre

4751 3033 sncc.org.au

104–108 Macquarie Road, Springwood

Mon, Tues, Thurs & Fri 9.30am–4.30pm,
Wednesdays 9.30am–12.30pm.

Winmalee Neighbourhood Centre

4754 4050

winmaleeneighbourhoodcentre.com.au

62 Whitecross Road, Winmalee

Mondays–Thursdays 8.30am–4.00pm,
Fridays–8.30am–1.30pm



Gundungurra Man David King and Darug Man Chris Tobin undertaking a smoking ceremony at NAIDOC in the Gully 2016

ABORIGINAL COMMUNITY SERVICES

The Darug and Gundungurra People are acknowledged as the Traditional Owners of the Country that is within the Blue Mountains Local Government Area.

Aboriginal Blue Mountains

aboriginalbluemountains.com.au

Funded and supported by the Blue Mountains City Council, this site aims to support the Aboriginal community through providing online contact points, resources and information. The Aboriginal Blue Mountains website may be useful as a valuable reference point when seeking local knowledge.

BMCC Aboriginal Advisory Council (AAC) 4780 5560

The purpose of the AAC is to advise the Council on matters significant to Blue Mountains Aboriginal communities. The AAC provides:

- An opportunity where Aboriginal people's voices can be heard on issues relating to the Council's policies, plans and services and the Aboriginal communities needs and priorities;
- A robust communication mechanism, between the Council and the Aboriginal communities; and
- A meaningful engagement and relationship between the Council and the Aboriginal communities.

The AAC with other Committees and partnerships between the Aboriginal Community and Council, form an essential part of the Council's engagement with the Aboriginal Community to address local priorities. For more information about the AAC or to contact please email: **aac@bmcc.nsw.gov.au**.

Aboriginal Culture and Resource Centre 4782 6569 acrc.org.au

14 Oak Street, Katoomba

Informal and friendly gatherings and discussions, including an Aboriginal

playgroup, men's group and women's group. Aboriginal Family Support Worker available to support Aboriginal families with children aged 0-8 years with information, advocacy and referral. This includes information and assistance to access mainstream and specialist services that are best suited for each family's needs.

ACRC also provides community transport and social support for Aboriginal and Torres Strait Islander community members who have a disability or are frail aged and their carers, as well as providing general information and support.

Aboriginal Housing Office 8836 9444 or 1800 727 555 aho.nsw.gov.au or contact **Wentworth Community Housing on 4777 8000.**

Aboriginal Legal Service - NSW/ACT (ALS) 8836 3400 (Parramatta office)

alsnswact.org.au

Level 8, 33 Argyle Street, Parramatta 2150

The ALS is an Aboriginal community organisation that does legal work in Criminal Law, Children's Care and Protection Law and Family Law. They assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice, information, and referral to further support services.

Centrelink Indigenous Call Centre

1800 136 380 Provides information about money and services available to Aboriginal families and their child with a disability.

Link Up NSW 9421 4700 / 1800 624 332 linkupnsw.org.au

Link Up NSW assists all Aboriginal people who had been directly affected by past government policies; being separated from their families and culture through forced removal, being fostered, adopted or raised in institutions. Link-Up NSW supports the healing journeys of those removed; delivering professional, culturally sensitive

and confidential research, reunions and Social, Emotional and Wellbeing services to those over the age of 18.

AbSec Carer Support Line

1800 888 698 absec.org.au

AbSec's Carer Support Line is a state-wide service providing free telephone support, advice, information and advocacy for Carers of Aboriginal children and young people in Out of Home Care or Aboriginal people considering becoming carers. AbSec have also developed the Growing Stronger Futures booklet and factsheets for carers of Aboriginal children and young people.

Deerubbin Local Aboriginal Land Council 4724 5600

Unit 3/291-295 High Street, Penrith

Acquires and manages land, engages in enterprises, provides housing, protects and promotes cultural heritage; on behalf of its members and other Aboriginal people in its area.

Ability Links (Sydney Regional Aboriginal Corporation) 4721 1536

abilitylinksnsw.org.au

127 Lethbridge Street, Penrith

Aboriginal Linkers working for people with disability, their families and carers to Close the Gap, one person at a time.

Gilgai Aboriginal Centre 9832 3825

Provides a range of NDIS supports.

Wangary Aboriginal Home Care

1300 797 606 australianunity.com.au

Provides domestic assistance, personal care, respite care, shopping and lawn mowing services to the Aboriginal and Torres Strait Islander community. Services are provided for frail aged people or those who have a disability and their carers. A wheelchair accessible transport service is also available.

Sydney Region Aboriginal Corporation: Indigenous Disability Advocacy Service 4722 3524

First Peoples Disability Network of Australia 9267 4195 fpdn.org.au

A national organisation of and for Australia's First Peoples with disability, their families and communities.

ABORIGINAL HEALTH SERVICES

Aboriginal Liaison Officer 6350 2750

or **4759 8700** Lithgow and Lawson Community Health Centres.

Aboriginal worker for advice, consultations and referrals for the Aboriginal community.

Greater Western Aboriginal Health Service 9836 7300 wachs.net.au

Provides health care services to the Aboriginal community.

• Blue Mountains Healthy for Life Program

This program aims to improve the health of Aboriginal and Torres Strait Islander people living in the Blue Mountains who live with chronic and complex illnesses or who are mothers, babies and children, men and youth. Assessment and support is provided to link with local Aboriginal services, local medical and community services, assistance with getting to appointments and linking with Closing the Gap. Culturally sensitive services aim to engage clients with their culture.

Aboriginal & Torres Strait Islander Oral Health Clinic 4784 6712

Blue Mountains Hospital, Katoomba

Nepean Community & Neighbourhood Services

4706 0299 nepeancommunity.org.au

Closing the Gap is a Health Program for helping Aboriginal & Torres Strait Islander people to access cheap or free medicines. The Government funded program has 3 main parts:

- Better health care
- Access to cheap or free medications
- Aboriginal Support Workers.



FINANCIAL AND HOUSING SUPPORT SERVICES

No Interest Loans Scheme nils.com.au

NILS assists residents to purchase white goods and other items. NILS can also be used for medical treatment, glasses, dental, etc. NILS operates from the following neighbourhood centres:

Blackheath 4787 7770

Belong Blue Mountains - Mid Mtns 4759 2592 & Lower Mtns 4759 2592

Winmalee 4754 4050

FINANCIAL COUNSELLING SERVICES

Credit and Debt Hotline 1800 007 007
financialcounsellingaustralia.org.au

Moneycare (Salvation Army) salvos.org.au/need-help/financial-assistance

Katoomba - Tuesdays **0428 469 942**

Penrith - Mondays & Wed. **0438 708 264**

This service provides free and confidential counselling. By appointment only.

CatholicCare Social Services

4751 4956 ccss.org.au

Provides a financial counselling outreach service each Friday by appointment.
Shop 3, 163 Macquarie Road, Springwood.

Wesley Counselling Service

or **4723 9217** wesleymission.org.au

Provides a free counselling outreach service at the Lower Mountains and Winmalee Neighbourhood Centres and at Thrive Services in Katoomba for people under financial stress. By appointment only.

Gambling Help 1800 858 858

gamblinghelponline.org.au

FOOD & FOOD VOUCHERS

Blackheath Area Neighbourhood Centre (BANC) 4787 7770 (no vouchers)
265 Great Western Hwy, Blackheath

Thrive Services 4782 1555

2 Station St, Katoomba

Gateway Family Services Blaxland **4720 6500**; Katoomba **4782 5326**

Belong Blue Mountains - Katoomba Neighbourhood Centre 4782 1117

8 Station St, Katoomba (no vouchers)

Belong Blue Mountains - Mid Mountains Neighbourhood Centre 4759 2592

7-9 New St, Lawson (no vouchers)

Salvation Army 4782 9251

St Hilda's Anglican Church 4782 1608

Springwood Neighbourhood Centre

4751 3033 104-108 Macquarie Rd
Springwood

St Vincent De Paul 1800 606 724

vinnies.org.au/find-help (food & bills)

Winmalee Neighbourhood Centre

4754 4050 62 Whitecross Road Winmalee

FREE & AFFORDABLE MEALS

Katoomba Leura Community Centre

4782 1174 81-83 Katoomba St Katoomba
Morning tea (minimal cost) Mondays, Tuesdays, Thursdays and occasional Saturdays, 9.30am onwards. Tuesday Lunch (\$7), 11.30am-1pm.

Belong Blue Mountains - Katoomba Neighbourhood Centre 4782 1117

Free unwaged, \$6 waged. 1st & 2nd Thursday of each month. 2nd Thursday is a vegetarian meal provided by Ananda Marga. Donations appreciated.

Salvation Army 4782 9251 Baptist

Church, 41 Waratah St, Katoomba.
Breakfast by donation: Monday & Friday 8.00am-8.40am

Uniting Church 4757 4394

142 Katoomba St Katoomba. Open Table free lunch Tuesdays 11.30am-1pm

**Winmalee Neighbourhood Centre**

4754 4050 A 2 course lunch every Monday, except public holidays at Springwood Baptist Church, 313 Macquarie Rd Springwood. Gold coin donation.

Blue Mountains Food Services

4759 2811

- Delivered Meals (Meals on Wheels)
- Community Restaurants.

EARLY INTERVENTION & HOMELESSNESS SUPPORT SERVICES

These services assist people who are homeless, and/or at risk of homelessness and offer early intervention supports. For early intervention/homelessness support services in the Nepean Blue Mountains either phone **The Right Door** (see below entry) or contact one of the following services directly.

The Right Door

1800 760 071 Specialist Homelessness Services (SHS) can be accessed through The Right Door, a single entry point into Nepean and Blue Mountains support services. Operates during business hours.

Nepean Blue Mountains Young People's Homelessness and Housing Support Service

4760 0800 (Platform Youth Services) Targeting young people without accompanying children who are homeless or at risk of homelessness. Support Centres in Penrith, Katoomba, Springwood and outreach in the Hawkesbury (The Glue Factory). Supports young people aged 12 to 24 with a range of issues including accommodation, health and income support, access to education/training/employment, alcohol and other drugs support, mental health support, recreational resources, life skills, legal, general welfare support. Programs include: Early Intervention, Assertive Outreach, Crisis Accommodation and Support and General Outreach Support.

Wentworth Community Housing **wentworth.org.au**

Penrith and Katoomba **4777 8000**

Out of hours emergency maintenance line **1300 761 315**.

Wentworth Community Housing is a not-for-profit housing organisation that provides housing assistance to eligible people who are on low to medium incomes. Can also provide temporary accommodation assistance.

Nepean Blue Mountains Tenancy Support Service 4777 8041 **wentworth.org.au/tenancy-support-service.html**

This service provides a tenancy support service for single men and women, families and young people whose tenancies are at risk.

Lithgow Homelessness and Housing Support Service 6351 2230 This service supports people who are at risk of becoming homeless or who are homeless in Lithgow and surrounding villages.

Thrive Services (partner of Mission Australia) **4782 1555**. This service supports families with accompanying children (aged under 16 years) around tenancy and housing, including parents who are homeless or at risk of homelessness.

West Connect Domestic Violence Services 4732 2318 **wcdvs.org.au**

This service provides support and accommodation options for women, with or without children, who are homeless or at risk of homelessness escaping domestic and family violence.

OTHER SERVICES ADDRESSING HOMELESSNESS

Link2home

1800 152 152 **facs.nsw.gov.au/housing/help/ways-are-you-homeless**

Link2home is a single State-wide information and referral service available

24 hours a day, 7 days a week, providing information about local services, assessing people's needs and referring people to appropriate services. Between 10pm and 9am it provides information and assessment only and will refer people to emergency services if required.

Blue Mountains Tenants Advice and Advocacy Service (BMTAAS) 4704 0201

eeclc.org.au BMTAAS provides free information, advice and representation services to Blue Mountains tenants experiencing problems with their tenancy. Call Monday & Tuesday mornings 9.30am-12.30pm. BMTAAS is a project of the Elizabeth Evatt Community Legal Centre.

Housing NSW (Penrith Office) 4721 6422 **facs.nsw.gov.au/housing**

Housing NSW works with community housing to provide affordable housing to low and medium income families and individuals. Call for information about emergency housing, temporary accommodation, housing assistance, rental bond assistance, priority housing, and other housing programs.

Tenants Advice Line

1800 251 101 **tenants.org.au**
Mondays only from 10.00am-1.00pm & 2.00pm-5pm. Advice and information on tenants' rights.

Ability Options Housing for People with Disability 1300 422 454 **abilityoptions.org.au/support-options/accommodation-supported-living**

org.au/support-options/accommodation-supported-living



**SERVICES
FOR FAMILIES**

PRENATAL SERVICES

For information, advice and referral during pregnancy see your local general practitioner. Alternatively, contact one of the services below:

Blue Mountains Women's Health and Resource Centre 4782 5133 bmwhrc.org

124 Lurline Street, Katoomba

Services include pregnancy testing, pregnancy and termination advice and referral and contraceptive advice.

Pregnancy, Birth and Baby 1800 882 436

pregnancybirthbaby.org.au Pregnancy, Birth and Baby is a national Australian Government service providing support and information for expecting parents and parents of children from birth to 5 years of age. Support is available seven days a week and expecting parents, new parents and parents of young children can choose to receive support by phone, or by confidential video calls.

Blue Mountains Homebirth Group

bluemountainshomebirth.websyte.com.au

Offers independent Midwife, Childbirth Education & Doula referrals, resources and waterbirth pool hire.

Emergency Contraception See

Pharmacies. Pharmacies can supply emergency contraception without a prescription. Alternatively, see your general practitioner or family planning clinic.

Family Planning NSW - Penrith Clinic

4749 0500 fpnsw.org.au

13 Reserve Street, Penrith. Contraception, pregnancy testing, pregnancy counselling, pre and post-natal checks. Fees may apply.

MATERNITY HOSPITALS

Blue Mountains Hospital 4784 6573

Corner Woodlands Road and Great Western Highway, Katoomba

Antenatal clinic and classes, birthing and maternity services.

Nepean Hospital 4734 2000

Derby Street, Kingswood

Antenatal clinic and classes, full range of birthing and maternity services including perinatal ultrasound, neonatal intensive care and an adolescent support midwife.

Nepean Private Hospital 4732 7333

1-9 Barber Avenue, Kingswood

Antenatal classes, birthing and maternity services, post-discharge drop-in centre.

CARING FOR BABIES AND TODDLERS

Pregnancy, Birth and Baby 1800 882 436

pregnancybirthbaby.org.au

Pregnancy, Birth and Baby is a national Australian Government service providing support and information for expecting parents and parents of children, from birth to 5 years of age. Support is available seven days a week and expecting parents, new parents and parents of young children can choose to receive support by phone, or by confidential video calls.

Australian Breastfeeding Association

Breastfeeding Helpline **1800 686 268**

breastfeeding.asn.au

Blue Mountains Australian

Breastfeeding Association

bluemountainsaba.com

Blue Mountains group (Lapstone - Medlow Bath) holds monthly discussion meetings and casual playgroups in various locations. Also Breastfeeding Education Classes held every second month. Other groups in Lithgow and Hawkesbury-Nepean.

Community Health Centres

nbmlhd.health.nsw.gov.au

Provide free services for children including monitoring health and development of children 0-5, immunizations,

developmental checks, new baby groups, enjoy your toddler groups, speech therapy, occupational therapy, hearing service, counselling, drug and alcohol and mental health service. Central intake, information and referral line **1800 222 608**

Katoomba Community Health Service
4782 2133 93 Waratah Street, Katoomba

Springwood Community Health Services
4751 0100

288 Macquarie Road, Springwood

Tresillian 4734 2124 or 1300 272 736

(parent helpline) tresillian.org.au

1b Barber Avenue, Kingswood

A centre for families with children 0-3 years providing guidance on parenting issues such as breastfeeding, sleep, settling and postnatal depression. For residential & day programs a referral from a health professional is required.

Lactation Consultants ilca.org

International Board Certified Lactation Consultants provide professional support to breastfeeding mothers. They can be employed by the local health district or be in private practice. To find lactation consultants locally visit the website.

MotherSafe Hotline 1800 647 848

Provides information on drug use in pregnancy and while breastfeeding.

Karitane 1300 227 464 karitane.com.au

Provides a Careline and a range of online resources for new parents.

Multiple Birth Association: Nepean

1300 886 499 nepeanmba.org.au

A volunteer organisation established and run by multiple births families to provide support, resources & education.

Pharmacies Many pharmacies employ an early childhood nurse to weigh babies and provide information and advice to new parents. Check at your local pharmacy for session times.

For contact details, see **Pharmacies** on page 61.

Lavenderia Nappy Care 1300 853 309
lavenderia.com.au

Eco-friendly washing and pick-up/delivery service for cloth nappies, including hire of modern cloth nappies.

PARENTING SUPPORT

Child and Adolescent Development Unit
4784 6671

Blue Mountains Anzac Memorial Hospital, Woodlands Road, Katoomba.

Assessment services for 0-18 year olds with developmental delays and disorders. Also physiotherapy, nutritional dietetic service, workshops about feeding babies and toddlers and playgroups for children who have developmental delays. Provided for all families.

Thrive Services 4782 1555

thriveservices.org.au

2 Station Street, Katoomba

Parenting advice and early intervention support, referral, playgrounds, holiday activities, parenting and practical workshops, parenting groups, emergency food parcels, emergency financial assistance, energy and water vouchers for families and individuals in the Upper Blue Mountains.

Mountains Outreach Community

Services (MOCS) 4758 6811 mocs.org.au

48-50 Oaklands Rd, Hazelbrook

MOCS is a community managed organisation which brings people together to strengthen community connections and resilience, and provide a range of free or low cost activities and services for children, families, individuals and groups in a variety of locations across the Blue Mountains. Runs parenting groups, supported playgroups including Parenting Young,

the MOCS Hub and other community development projects. MOCS also manages the Blue Mountains Occasional Child Care Service Ph: **0412 932 801**.

Connect Child and Family Services

4758 9966 connectcfs.org.au

Bungarabee Centre, 48-50 Oaklands Road, Hazelbrook

Provides a variety of programs to support parents, including early childhood disability services, transition to school programs, playgroups, a community toy library and a program for families with sleepless babies (You Ask, We Nurture).

Gateway Family Services Blaxland

4720 6500; **4782 5326**

gatewayfamilyservices.org.au

70 Old Bathurst Road, Blaxland & 14 Oak St Katoomba. Parenting groups, Family Support and counselling for parents and children (including Play Therapy and Art Therapy), supported playgroups, support groups for young parents and parents of children with a disability, emergency food and financial assistance.

Gateway Family Services ENRICH Counselling

4782 5326 or **1300 316 746**

Clairvaux, 14 Oak Street, Katoomba

The Family Enrichment Project offers free counselling, information and support around parenting and enriching family life, children's play therapy, art therapy, parenting groups and resilience building groups for parents, kids and teens.

Family Relationship Advice Line

1800 050 321, TTY 1800 555 677

familyrelationships.gov.au

Provides information for families, whether together or separated, about family relationship issues. Includes information on a range of services to assist families manage relationship issues and helps families agree on arrangements for

children after parents separate. Open Mondays to Saturdays.

Belong Blue Mountains Neighbourhood Services

4782 1117 Supporting families and children across the Blue Mountains by providing seasonal calendars of free or low cost activities, parenting support programs, in school consultations, playgroups and afterschool care.

Family Relationship Centre **1300 364277**

nsw.relationships.com.au

Level 2, 606 High Street, Penrith
Information, support and referral for families about family relationships. Family law counselling, family dispute resolution, children's contact service.

Rainbow Parents rainbowfamilies.com.au/blue-mountains-social-group

The Blue Mountain Rainbow Parents social group is open to all LGBTIQ parents and their kids. The catch ups take place in different places throughout the Blue Mountains area and are a great place to meet other lesbian mums, gay dads and their children. Blue Mountains Rainbow Parents also have a Facebook group.

Resourcing Parents

resourcingparents.nsw.gov.au

Provides parenting education and information to parents and carers of children 0-18 years.

Perinatal Anxiety and Depression Australia (PANDA) National Helpline

1300 726 306 panda.org.au

The Helpline is for mothers concerned about themselves and/or their babies, and for any family member who may be concerned about someone they care about around perinatal anxiety and depression.

Uniting Counselling and Mediation

1800 864 846 uniting.org/services/counselling-and-mediation/counselling/child-youth-counselling
83 Henry St Penrith.



- Family Counselling with children and adolescents.
- The Anchor - helping guide children through their parents' separation or divorce.

Western Sydney Family Referral Service (FRS) 1300 403 373

relationshipsnsw.org.au

FRS supports families with vulnerable children and young people, linking them to appropriate community services.

FOSTER FAMILIES, ADOPTIVE FAMILIES & KINSHIP/ RELATIVE CARERS

Raising Grandchildren

Springwood Neighbourhood Centre 4751 3033 sncc.org.au

Raising Grandchildren is a support group for grandparents who care for their grandchildren. This group meets on the first Wednesday of the month during school terms. Held at Tanderra OOSH, 14 Raymond Rd, Springwood.

AbSec Carer Support Line

1800 888 698 absec.org.au

AbSec's Carer Support Line is a state-wide service providing free telephone support, advice, information and advocacy for Carers of Aboriginal children and young people in Out of Home Care or Aboriginal people considering becoming carers. AbSec have also developed the Growing Stronger Futures booklet and factsheets for carers of Aboriginal children and young people.

Community Services (FACS) NSW Government

facs.nsw.gov.au/families

Practical advice-based information on child protection, foster care, adoption (local and international) and parenting.

My Forever Family

1300 782 975 myforeverfamily.org.au

This program provides recruitment, training and support to a range of carers, including guardians, adoptive families, short term foster carers, long term carers and relative/kin carers.

Open Adoption Hotline 1800 003 227

Create Foundation 1800 655 105

create.org.au Represents the voices of children and young people with an out-of-home care experience (including kinship care, foster care & residential care).

COMMUNITY HUBS

Stronger Families Alliance

School Community Hubs

Hubs work together through the Stronger Families Alliance to provide programs for babies, children and carers in community spaces and schools. Activities include supported playgroups, transition to school programs, parent programs, fun events and supported referral to universal and targeted services. For an update of the School Hub school holiday program visit the website: strongerfamilies.net.au.

- Blackheath and Mount Victoria Community Hub Convener: **Blackheath Area Neighbourhood Centre 4787 7770**
- Katoomba and North Katoomba Community Hub Convener: **Connect Child and Family Services 4759 1462**
- MOCS Hub Convener: **Mountains Outreach Community Service 4758 6811**
- Winmalee Community Hub Convener: **Gateway Family Services 4720 6500 or 1300 316 746**

PLAYGROUPS & SUPPORTED PLAYGROUPS

Supported playgroups are run by community organisations and provide opportunities for 0-5 year old children to play and parents to meet informally. All groups are subject to change, so call for the latest information.

Please note: dates and times are subject to change. Please contact service directly to check details.

Blue Mountains Aboriginal Cultural and Resource Centre (ACRC)

4782 6569 acrc.org.au

Katoomba Koori Playgroup

Belong Blue Mountains - Katoomba Neighbourhood Centre, (KOOSH)
10 Station Street, Katoomba
Mondays 11.00am-1.00pm during school terms. Transport to this playgroup is available, contact ACRC.

Belong Blue Mountains - Mid Mountains Neighbourhood Centre 4759 2592

Kookaburra Playgroup, every Monday in school term 9.30am-11.30am.

Thrive Services 4782 1555

thriveservices.org.au

Thrive runs a Play and Chat Playgroup at Blackheath Public School, Mondays 9.00am-11.00am; school terms.

Connect Child and Family Services

4759 1462 connectcfs.org.au

Connect run various Play & Chat as well as other supported playgroups in the Blue Mountains. Heatherbrae located at 1 Benang Street Lawson is open each weekday for play and support for young families. Open Monday to Thursday 9.30am-4pm, Friday 9.30am-1pm. Open all year except two weeks over Christmas.

Play & Chat Playgroups:

- New Parent Group at Heatherbrae
1 Benang Street Lawson
Every second Wednesday 10am-1pm.
- Katoomba Public School, Merriwa Street, Katoomba, Thursdays 9.15am-11.30am. School Terms only.
- North Katoomba Community Hub at Katoomba North Public School, Barton Street, North Katoomba. Mondays and Tuesdays 9.15am-12noon. School terms and also hold school holiday activities.

- Winmalee Public School, Leslie Street, Winmalee, Wednesdays 9.15am-11.15am. School terms only.
- Dads and Kids Play and Chat Hazelwood Early Childhood Centre, 10 Rosedale Ave, Hazelbrook, Saturdays 10.00am-11.30am. All year round.

Gateway Family Services

4720 6500 or 1300 316 746

gatewayfamilyservices.org.au

Gateway runs various supported playgroups across the Blue Mountains:

- Play and Chat, Blaxland Public School Thursdays 9.15am-11.15am school terms
- Winmalee (plus toy library bus), Pinnaroo OOSH Centre, next to Winmalee Public School Wednesdays 9.15am-11.15am; school terms.

Mountains Outreach Community Service

(MOCS) 4758 6811 mocs.org.au

MOCS run four playgroups:

- Scout Hall Playgroup, 70 Railway Parade, Hazelbrook, Thursdays 10.00am-12.00pm; school terms
- Play in the Park, Golden Horizons Park, Blue Hills Road/Red Gum Avenue, Hazelbrook, Tuesdays 10.00am-11.30am; school terms weather permitting
- Play in the Park, Buttenshaw Park, Springwood Wednesdays 10am-11.30am
- Parenting Young, Family Day Care playroom under Lawson library, cnr San Jose Ave and Loftus St, Lawson. Fridays 10.00am-12.30pm for pregnant women and young parents up to age 25 and their partners and children.

Little Sprouts Steiner Playgroup

4758 6044

bluemountainssteiner.nsw.edu.au

83 Clearview Parade, Hazelbrook Mondays, Wednesdays and Fridays, 9.30am-12.30pm; school terms. Educator-designed playgroup that connects parents and nurtures creative, bush and exploratory play.

Playgroups NSW 1800 171 882

playgroupnsw.org.au

Parent and carer-run playgroups in the Blue Mountains area can be found through Playgroups NSW. They can also assist those setting up new playgroups. Alternatively, inquire at your local church, school or neighbourhood centre about local playgroups. You can also find helpful information on the Playgroup NSW website.

OTHER GROUPS FOR CHILDREN AND FAMILIES

Kids with Courage 4751 3951

springwood.unitingchurch.org.au/children

Springwood Uniting Church, 4 Lewin Street, Springwood
Seven week group programs for primary school aged children. Focused on resilience and self-esteem when families have been under stress.

Thrive Services Enquiries: 4782 1555

Culture Club - Multicultural Play and Social Group.



CHILDCARE AND PRESCHOOL SERVICES (0-6 YEARS)

LONG DAY CARE CENTRES

Provide long day, permanent, part-time and emergency care for children 0-6 years. All services offer an early childhood education program.

COMMUNITY MANAGED LONG DAY CARE CENTRES

Bunya Child Care Centre 4754 3065

bunyachildcare.com.au

56 Whitecross Road, Winmalee,
7.00am-6.00pm; 0-6 years

Carinya Neighbourhood Children's Centre 4751 4473 carinyakids.com.au

16 Raymond Road, Springwood
7.00am-6.30pm; 0-6 years

Euroka Children's Centre

4739 3688 eurokacc.org

Cnr Hope Street & Great Western Highway,
Blaxland 7.00am-6.00pm; 6 weeks-6 years

Hazelwood Early Childhood Centre

4758 7382 connectcfs.org.au

10 Rosedale Avenue, Hazelbrook
7.00am-6.00pm; 6 weeks-6 years

Katoomba Children's Cottage

4782 2156 katcc@bigpond.net.au

5 Westend Street, Katoomba
6.30am-6.00pm; 0-6 years

KU Faulconbridge Children's Centre

4751 9059 ku.com.au/ku.faulconbridge

43 Meeks Crescent, Faulconbridge
7.00am-6.00pm; 6 weeks-6 years

Possum Early Childhood Centre

4758 9977 connectcfs.org.au

48-50 Oaklands Road, Hazelbrook
8.30am-4.30pm; 3-6 years

Possum's Patch Mt Victoria

4787 1202 connectcfs.org.au

Mount Victoria Public School
Grounds, Mount Victoria
7.00am-6.00pm; 6 weeks-6 years

Uniting Kids Care Early Learning Springwood 4751 9314

ukcspringwood.unitingchurch.org.au

4 Lewin Street, Springwood
7.00am-6.00pm; 2-6 years

PRIVATELY OWNED LONG DAY CARE CENTRES

Bright Horizons Australia Childcare Katoomba

4782 5195 bhchildcare.com.au

43 Wilson Street, Katoomba
7.00am-6.00pm; 0-6 years

Bush Babies Childcare 4753 6822

bushbabieschildcare.com.au

89-91 Rickard Road, Warrimoo
7.00am-6.00pm; 0-6 years

Cherry Blossom Early Learning Centre

4784 2472 cherryblossomelc.com.au

16a Grose Street, Leura
7.00am-6.00pm; 0-6 years

Greenwood Katoomba

4782 4997 greenwood.com.au/katoomba

2 Dora Street, Katoomba
7.00am-6.30pm; 0-6 years

Leura Child Care Centre

4784 1691 leurachildcare.com.au

103 Railway Parade, Leura
7.30am-6pm; 6 weeks-6 years

Little Miracles Long Day Care

4739 0990 littlemiracles.com.au/blaxland

28-30 Layton Avenue, Blaxland
7.00am-6.30pm; 6 weeks-6 years

Little Munchkins Preschool

and Day Care 4751 1569

littlemunchkinsspringwood.com.au

10 Springwood Avenue, Springwood
7.30am-6.00pm; 2-5 years

Little Smarts Children's Services

4739 8828 littlesmarts.com.au

31-33 Layton Avenue, Blaxland
7.00am-6.00pm; 0-5 years

Little Superstars Early Learning Centre

4739 9466 littlesuperstars.com.au

10 Normic Avenue, East Blaxland
7.00am-6.00pm; 2-6 years

Lizzards Preschool and Long Day Care

4754 4320 lizzardspreschool.com.au

846 Hawkesbury Road, Hawkesbury Heights 7.00am-6.30pm; 6 weeks-6 years

Wattle Glow Early Learning

4758 6044 wattleglow.com.au

83 Clearview Parade, Hazelbrook 7.30am-5.00pm; 2-6 years

PRESCHOOLS

Provide short day care beginning from ages 2-3 to enhance developmental outcomes and school readiness. Some operate during school terms only.

COMMUNITY MANAGED PRESCHOOLS

Blackheath Kookaburra Kindergarten

4787 8977 contact@kookaburrakindergarten.nsw.edu.au 9-11 Park Avenue, Blackheath 8.30am-4.00pm; 3-5 years

Blaxland Preschool Kindergarten

4739 2086 blaxlandpreschool.com.au Cnr Boorea Street & Park Avenue, Blaxland 8.30am-4pm (some extended hours available); 3-5 years

Blue Gum Montessori Preschool

4787 5075 bluegum.org.au 95 Wentworth Street, Blackheath 9.00am-3.00pm; 2 ½ - 6 years (extended hours to 4.20pm subject to eligibility)

Glenbrook Preschool Kindergarten Inc

4739 1531 glenbrookpreschool.com.au 15 Deane Street, Glenbrook 8.45am-3.15pm; 3-5 years

Katoomba Laura Preschool

Association 4782 1639 katoombaleurapreschool.com.au 32-36 Lett Street, Katoomba 8.30am-4.00pm; 3-6 years

KU Bilya Gulyangarri Preschool

4782 5847 ku.com.au Corner Verdun and Barton Streets, North Katoomba 8.30am-3.30pm (some extended hrs available) Mondays-Thursdays; 3-5 years

Lapstone Preschool 4739 2606

lapstonepreschool.com.au

9 Explorers Road, Lapstone 8.00am-3.30pm; 3-5 years

Lawson Community Preschool

4759 1776

lawsoncommunitypreschool.com.au 16 Honour Avenue, Lawson 8.15am-3.45pm; 3-6 years

Springwood and District

Preschool Kindergarten 4751 3360

springwoodpreschool.org.au

9 Macquarie Road, Springwood 8.45am-3.15pm; 3-5 years

Wentworth Falls Preschool Kindergarten

4757 1044 wentworthfallspreschool.com

Corner Day and Armstrong Streets, Wentworth Falls 9.00am-3.00pm; 3-5 years

Winmalee Community Preschool

4754 1737

winmaleecommunitypreschool.com.au 56 Whitecross Road, Winmalee 8.00am-4.00pm; 3-6 years

PRIVATELY OWNED PRESCHOOLS

Alasan Cottage Preschool 4739 1008

all4kidskindergarten@bigpond.com 8 Tabor Street, Glenbrook 8.00am-4.00pm; 3-5 years

Blue Mountains Grammar School

Pre-Kindergarten bmgs.nsw.edu.au

- Wentworth Falls **4757 9000** Wed -Friday Matcham Avenue 8.35am-3.05pm
- Valley Heights **4751 1266** Mon -Thursday 27-38 Tusculum Road 8.30am-3.00pm

Children's House Montessori 4751 5991

childrenshousemontessorifaulconbridge.com Rear of 7-9 St Georges Crescent, Faulconbridge 8.00am-4.00pm; 2 years 9 months-6 years

Rainbow Preschool 4754 4910

rainbowpreschoolwinmalee.com 53 Singles Ridge Road, Winmalee 8.00am-4pm; 3-5 years



FAMILY DAY CARE

Blue Mountains Family Day Care is a not-for-profit childcare service provided by Blue Mountains City Council in the natural learning environment of the home. Children who attend Family Day Care learn through play & exploration within a small group setting with a qualified educator supported by a specialist coordination and resource team. The service understands that families need all types of care, depending on their circumstances and therefore they provide many options including long day care, occasional care, before & after school care, weekend care, care for shift workers, vacation care, in home care and emergency or respite care.

Family Day Care is licensed through the NSW Department of Education and Communities and this enables families to receive their Federal Government Child Care Subsidy entitlements.

Blue Mountains Family Day Care Scheme 4780 5280 bmfdc.com.au Corner San Jose Avenue & Loftus Street, Lawson.

OCCASIONAL CARE

Shorter hours, irregular days and/or occasional day care for children 0-6 years.

Mikayla Children's Centre 4782 4220 mikaylacc@bigpond.com

2 Edwards Street, Katoomba
Mondays-Fridays, 8.30am-5.30pm.

Mikayla is a not-for-profit community based centre that provides an inclusive, flexible and nurturing early childhood education program. It offers permanent places and the flexibility of occasional care. Full days, 6 hour sessions or hourly bookings.

Blue Mountains Occasional Child Care Service 0412 932 801 or 4758 6811 mocs.org.au

Offers a fully accredited childcare program regularly at the locations below. Suitable for all families but has the flexibility to provide additional support for families experiencing stress such as shift work, multiple birth, many young children or bereavement.

- **Blackheath** - Baptist Church, Kubya Street. Fridays 9.30am-2.00pm
- **Blaxland** - St Johns Road Complex, St Johns Road. Mondays 9.30am-2.00pm
- **Lawson** - Mid Mountains Community Centre, New Street. Wednesdays 9.30am-2.00pm.

Mountain Mobile Minders (MMM)

4758 6833, 4758 6811 or 0412 697 557

Service run by Mountains Outreach Community Service offering onsite child-minding to non-profit services running community groups and meetings.

CHOOSING AN EARLY CHILDHOOD SERVICE

All Children's Services provide both care and education to children. In NSW, long day care, preschool, occasional care and family day care services are required to provide an early childhood education program as part of their service.

Receiving a high quality early childhood education has many long-term developmental benefits for children. All children are influenced by the quality of the early childhood education and care they receive.

Under the National Quality Framework, Children's Services are assessed and rated against seven quality areas:

- **Educational program & practice** - Your child is supported to participate in play and learning.
- **Children's health and safety** - Your child is protected from illness and hazards.
- **Physical environment** - Your child plays in a safe, well maintained environment.
- **Staffing arrangements** - There are enough qualified staff to give your child the attention they need.
- **Relationships with children** - Your child is made to feel supported & welcomed.

- **Collaborative partnerships with families and communities** - Local community involvement and respect for the beliefs and values of families.
- **Leadership and service management** - Your child is cared for in a positive and well managed environment.

To search for local children's services and get information on fees and vacancies and see individual service ratings go to **mychild.gov.au**. This website covers all children's services except preschools. An alternative site **startingblocks.gov.au** includes preschool information. (Please note, at the time of updating this Guide we understand the My Child website will be decommissioned but links should be provided to a new website).

CHILD CARE SUBSIDIES

In July 2018, the Federal Government introduced a new single means tested Child Care Subsidy to replace the previous Child Care Benefit and Child Care Rebate. This Child Care Subsidy is generally available to eligible families using long day care centres, occasional care, outside school hours care, and family day care services. Fees are paid directly to service providers to be passed on to families.

Family entitlement to the Subsidy is determined by combined family income, activity level of parents & type of child care services. To apply, go to your Centrelink account (linked to MyGov) and complete the Child Care Subsidy Assessment.

For more information on the Child Care Subsidy visit **humanservices.gov.au/individuals/families** or call Family Assistance on **136 150, TTY 1800 810 586**.

The State Government also funds community based preschools to help reduce the cost for families with children from age 3 to school age. Contact your local preschool for fee information.



**SCHOOLS AND
EDUCATION
SUPPORT**

NSW DEPARTMENT OF EDUCATION education.nsw.gov.au

The Department's website has links to useful information for children & young people, students, parents, jobseekers and more.

TRANSITION TO SCHOOL PROGRAMS

Transition to School programs are run for children in the six months leading up to their first day of school. Programs assist children and their families make a positive and happy adjustment to school life. Programs foster positive relationships between families and school staff and provide a gradual introduction to the school environment. Transition to School programs are of particular benefit to children who have not accessed early childhood education through formal centre-based settings. For more information/resources go to ecia.org.au/transition-to-school.

Most primary schools run their own Transition to School programs. Contact your preferred school for more information in the middle of the year before your child starts school.

Connect Child and Family Services

4758 9966 connectcfs.org.au
48-50 Oaklands Road, Hazelbrook. Runs specialist Transition to School programs, and is available to give schools advice.

OUT OF SCHOOL HOURS (OOSH) SERVICES

Blue Mountains Grammar School

4757 9000 bmgs.nsw.edu.au
Wentworth Falls, 3.15pm-5.30pm. For Grammar students only.

Blue Mountains Grammar Preparatory School 4751 1266 Valley Heights, 7.30am-8.10am/3.00pm-6.00pm. For Grammar students only.

BOOSH Kids 4787 7150 or **0438 099 006** boosh@banc.org.au The Principal's Cottage, (opposite Blackheath Public School). 7.00am-9.00am/3.00pm-6.00pm

Camp Australia 1300 105 343
campaustralia.com.au

- **Lawson Public School 0413 811 568**
6.30am-8.30am/2.45pm-6.30pm
- **Wentworth Falls Public School 0424 596 297** 6.30am-8.15am/2.15pm-6pm

Fisill Before and After School Care 0404 637 402 Warrimoo Public School, 6.30am-8.30am/3.00pm-6.00pm

Katoomba Out of School Hours Care 4782 2533 kncinc.org.au/projects/koosh
10 Station St, Katoomba, 7.00am-9.00am/2.30pm-6.00pm

Lapstone Out of School Hours Care 4739 0410 loosh01@outlook.com
Lapstone Public School
6.45am-8.45am/3.00pm-6.30pm

Mid Mountains Out of School Hours Service (MMOOSH) 4758 8751
mmoosh@bigpond.net.au
Grounds of Hazelbrook Public School, 6.30am-9.00am/3.00pm-6.30pm

Noiseworks OOSH Inc 4739 8039
noiseworksoosh.org
72-74 Old Bathurst Road, Blaxland East, 6.30am-9.00am/3.00pm-6.30pm

Pinnaroo OSHC Care 4754 1543
pinnaroo.org.au
Winmalee Public School, 6.30am-9.30am/2.30pm-6.30pm

SCOOSH Blaxland 0474 632 983 Blaxland Public School, 6.30am-9.00am/3.00pm-6.30pm
For Blaxland School students only.

Sherpa Kids sherpa-kids.com.au

- **Faulconbridge 0468 835 275**
Faulconbridge Public School 6.00am-8.30am/3.00pm-6.00pm
- **Leura 0420 590 974** Leura Public School, 7.00am-9.00am/3.00pm-6.00pm
- **Glenbrook 0468 875 868**
Waruwii Centre, (Ross St) 6.30am-9.00am/3.00pm-6.00pm
- **Mt Riverview 0403 908 607**
Mount Riverview Public School 6.30am-9.00am/3.00pm-6.30pm

Tanderra Out of School Hours Care

4751 5215 sncc.org.au/services/families/tanderra 14 Raymond Road, Springwood, 6.30am-9.30am/2.30pm-6.30pm

YMCA Springwood OSCH

1300 009 679 ymcansw.org.au Springwood Public School 6.30am-9am/3.25pm-6.30pm.

VACATION CARE

Long day care and activities during school holidays for children 5-12 years.

BOOSH Kids 4787 7150 or **0438 099 006**

banc.org.au/banc-services/boosh

The Principal's Cottage, opposite Blackheath Public School, Blackheath, 8.00am-6.00pm

Camp Australia 1300 105 343

campaustalia.com.au

- **Lawson Public School, Lawson,**
Check hours open **0413 811 568**
- **Wentworth Falls Public School**
Wentworth Falls, **0424 596 297**
6.30am-6.00pm

Katoomba Out of School Hours Care

4782 2533 kncinc.org.au/projects/koosh (10 Station Street) 7.00am-6.00pm

Lapstone Out of School Hours Care

4739 0410 loosh01@outlook.com
Lapstone Public School 6.45am-6.30pm

Mid Mountains Out of School Hours Service

4758 8751 mmoosh@bigpond.net.au
Hazelbrook Parade, grounds of Hazelbrook Public School, Hazelbrook, 7.00am-6.00pm

Noiseworks OOSH Inc 4739 8039

noiseworksoosh.org
72-74 Old Bathurst Road, Blaxland East, 6.30am-6.30pm

Pinnaroo OOSH

4754 1543 pinnaroo.org.au
Winmalee Public School 6.30am-6.30pm

Sherpa Kids sherpa-kids.com.au

- **Faulconbridge 0468 835 275**
Faulconbridge Public School 6.00am-6.00pm
- **Leura 0420 590 974** Leura Public School, 7.00am-6.00pm
- **Glenbrook 0468 875 868** Waruwii Centre, (Ross St) 6.30am-6.30pm
- **Mt Riverview 0403 908 607**
Mount Riverview Public School 6.30am-6.30pm

Tanderra Out of School Hours Care

4751 5215 sncc.org.au/services/families/tanderra 14 Raymond Road, Springwood 7.00am-6.30pm

YMCA Springwood OSCH 1300 009

679 ymcansw.org.au Springwood Public School 6.30am-6.30pm.

FAMILY DAY CARE

Home based OOSH and Vacation Care services run by Blue Mountains City Council. Care provided for children aged up to 14 in the Family Day Care educator's home, supported by a specialist coordination and resource team. Care options include group care for siblings 0-14, transport and flexible care including occasional care, before and after school care, weekend care, care for shift workers, vacation care, in home care and



emergency or respite care.

Family Day Care is licensed through the NSW Government Department of Education and Communities and this enables families to receive their Federal Government Child Care Subsidy entitlements.

Blue Mountains Family Day Care Scheme 4780 5280 bmcc.nsw.gov.au
Cnr San Jose Ave & Loftus Street, Lawson.

CHOOSING AN OUT OF SCHOOL HOURS CARE SERVICE

Out of School Hours Services (OOSH) provide play, care and recreation for primary school aged children outside of school hours. OOSH services provide children with opportunities to:

- Develop a strong sense of identity and wellbeing
- Connect with and contribute to their world

- Become confident and involved learners
- Communicate effectively.

A quality OOSH service should achieve these outcomes in a safe, caring and fun environment where there are experienced staff, a happy atmosphere, child-centred programs, approachable management and effective policies and procedures.

The National Quality Framework applies to most OOSH services. Services are assessed and rated against 7 quality areas such as the quality of programs, children's health and safety, the physical environment, staffing, relationships, partnerships and service management.

To search for local OOSH services, get information on fees and vacancies and see individual service ratings go to the My Child website (mychild.gov.au). Please note, at the time of updating this Guide, we understand this website will be decommissioned but links should be provided to a new website.

HOME EDUCATION

Blue Mountains Home Education Network (BMHEN) bmhen.org

Information and support from local groups within the network, events and community initiatives to benefit home educators living in the Blue Mountains.

PRIMARY SCHOOLS

Orientation days and open days for children starting kindergarten in the following year are held by most schools.

If you are new to the area, contact the school where you are considering enrolling your child to arrange a time to visit.

PUBLIC SCHOOLS - PRIMARY

Blackheath Public School 4787 8253
blackheath-p.schools.nsw.edu.au
 Leichardt St, Blackheath

Blaxland East Public School 4739 1579
blaxlande-p.schools.nsw.edu.au
 53-85 Old Bathurst Rd, East Blaxland

Blaxland Public School 4739 2817
blaxland-p.schools.nsw.edu.au
 Baden Pl, Blaxland

Ellison Public School 4751 5099
ellison-p.schools.nsw.edu.au
 Ellison Rd, Springwood

Faulconbridge Public School 4751 2208
faulconbri-p.schools.nsw.edu.au
 Grose Rd, Faulconbridge

Glenbrook Public School 4739 1288
glenbrook-p.schools.nsw.edu.au
 Woodville St, Glenbrook

Hazelbrook Public School 4758 6120
hazelbrook-p.schools.nsw.edu.au
 Great Western Hwy, Hazelbrook

Katoomba Nth Public School 47822743
katoomban-p.schools.nsw.edu.au
 Barton St, Katoomba

Katoomba Public School 4782 1226
katoomba-p.schools.nsw.edu.au
 Merriwa St, Katoomba

Lapstone Public School 4739 2208
lapstone-p.schools.nsw.edu.au
 Explorers Rd, Glenbrook

Lawson Public School 4759 1196
lawson-p.schools.nsw.edu.au
 Adelaide St, Lawson

Leura Public School 4784 1251
leura-p.schools.nsw.edu.au Cnr Mount Hay Rd & Willow Park Ave, Leura

Megalong Public School 4787 9159
megalong-p.schools.nsw.edu.au
 1163 Megalong Rd, Megalong Valley

Mount Riverview Public School 4739 2180
mtrivervie-p.schools.nsw.edu.au Rusden Rd, Mount Riverview

Mount Victoria Public School 4787 1255
mtvictoria-p.schools@nsw.edu.au
 Great Western Hwy, Mount Victoria

Springwood Public School 4751 1333
springwood-p.schools.nsw.edu.au
 Burns Rd, Springwood

Warrimoo Public School 4753 6182
warrimoopublicschool.bluemts.com.au
 16-30 Florabella St, Warrimoo

Wentworth Falls Public School 4757 1604
wentwthfal-p.schools.nsw.edu.au
 Falls Rd, Wentworth Falls

Winmalee Public School 4754 1574
winmalee-p.schools.nsw.edu.au
 Leslie St, Winmalee

PRIVATE SCHOOLS - PRIMARY

Blue Mountains Grammar School
bmgs.nsw.edu.au
 Wentworth Falls 4757 9000
 Valley Heights 4751 1266

Blue Mountains Steiner School**4758 6044**bluemountainssteiner.nsw.edu.au

83 Clearview Pde, Hazelbrook

Kindlehill Steiner School 4757 4402kindlehill.nsw.edu.au

8 Lake St, Wentworth Falls

Korowal School 4758 7466korowal.nsw.edu.au

54 Hall Pde, Hazelbrook

Mountains Christian College 4787 8645mountainscc.nsw.edu.au/web

Thirroul Ave, Blackheath

Our Lady of the Nativity School**4753 2200** olnlawson.catholic.edu.au

Somers St, Lawson

St Canice's Primary School 4780 6800stcaniceskatoomba.catholic.edu.au

Katoomba St, Katoomba

St Finbar's Primary School 4724 3600stfinbarsglenbrook.catholic.edu.au

Levy St, Glenbrook

St Thomas Aquinas Primary School**4723 3800** staspringwood.catholic.edu.au

168 Hawkesbury Rd, Springwood

Wycliffe Christian School 4753 6422wycliffe.nsw.edu.au

133 Rickard Rd, Warrimoo.

HIGH SCHOOLS**STATE SCHOOLS - SECONDARY****Blaxland High School 4739 4655**blaxland-h.schools.nsw.edu.au

3-9 Coughlan Road, Blaxland

Katoomba High School 4782 2622katoomba-h.schools.nsw.edu.au

Martin St, Katoomba

Springwood High School 4751 2111springwood-h.schools.nsw.edu.au

Grose Rd, Faulconbridge

Winmalee High School 4754 2822winmaleehigh.com.au

High School Drive, Winmalee

Blacktown Youth College -**Lawson Campus 4759 1012**blacktownyouthcollege.nsw.edu.au/lawson-campus

lawson-campus

1 Yileena Avenue, Lawson

An independent school for young people

14-17 years. It assists students reach

their goals, particularly their Record of

School Achievement (RoSA). It provides

specialised academic assistance and case

management to assist students.

PRIVATE SCHOOLS - SECONDARY**Blue Mountains Grammar School**bmgs.nsw.edu.au• Wentworth Falls **4757 9000**• Valley Heights **4751 1266****Mountains Christian College****4787 8645** mountainscc.nsw.edu.au/web

A non-denominational and low-fee school

for students pre-kindergarten to HSC

St Columba's Catholic College 47548900stcolumbasspringwood.catholic.edu.au/home

168 Hawkesbury Rd, Springwood

Kindlehill Steiner School 4757 4402kindlehill.nsw.edu.au

8 Lake St, Wentworth Falls Yrs 7-10

Korowal School (Kindergarten to HSC)**4758 7466** korowal.nsw.edu.au

54 Hall Pde, Hazelbrook

Wycliffe Christian School 4753 6422wycliffe.nsw.edu.au 133 Rickard Road,

Warrimoo Kindergarten-Year 12.



YOUTH SERVICES

See also **Early Intervention and Homelessness Support Services** on page 15.

Mountains of Help

bmcc.nsw.gov.au/community/mountains-of-help

An initiative of Blue Mountains City Council, Mountains of Help is an online directory and source of advice about support services for young people in the Blue Mountains. The website includes information on:

- Counselling
- Mental health
- Sexual health
- Money
- Accommodation
- Legal advice
- Education, finding work and much more.

Hard copies can be obtained by contacting the Community Development Officer - Young People at Council on **4782 5680**.

Blue Mountains Youth Council

The Youth Council helps young people communicate with Council and the community on matters that affect them. They also facilitate community activities and events for young people. If you're 12-19 years old and interested in getting involved or want more information, go to **bmcc.nsw.gov.au/community/youth-council**.

For information on other youth services and activities, you can also contact Council's Community Development Officer - Young People by email at **council@bmcc.nsw.gov.au** or phone **4780 5680**.

Blue Mountains Women's Health and Resource Centre 4782 5133 bmwhrc.org

Young Women's Artspace Opportunities to draw, paint and create.

Young Women's Clinic Drop in, no appointment required to see a women's

health doctor, nurse and/or counsellor for women 25 years and under. 124 Lurline Street, Katoomba. Thursdays 3.30pm-5.30pm during school terms.

Mountains Youth Services Team (MYST)

1300 006 978 myst.com.au

31 Waratah St, Katoomba
59 Springwood Avenue, Springwood
Operates youth centres in Katoomba and Springwood, adolescent and family counselling, in-school and early school leaver personal support programs and outdoor recreation programs. MYST services include:

Katoomba Youth Centre 1300 006 978

31 Waratah St, Katoomba
Wednesdays-Thursdays 3.00pm-6.00pm,
Fridays 3.00pm-8.00pm. Extra programs during school holidays. Free drop-in after school activities, internet and referral to other services.

Springwood Youth Centre 1300 006 978

Springwood Ave Springwood. Drop in Wednesdays-Fridays 2.30pm-5.30pm

Upper Mountains Adolescent & Family Counselling Service 1300 006 978

31 Waratah Street, Katoomba
Counselling services for young people about parent-child communication difficulties, family crises and change, including separation, leaving home, death and blended families. Covers Woodford to Mount Victoria.

Platform Youth Services - The Glue Factory 4782 4436 or 4751 1611 platformys.org.au

By appointment Monday to Friday. Supports young people aged 12 to 24 with a range of issues including accommodation, health and income support, access to education/training/employment, alcohol and other drugs support, mental health support, recreational resources, life skills, legal, general welfare support.



Parenting Young 4758 6811 mocs.org.au
Mountains Outreach Community Services (MOCS). Under Lawson library, corner San Jose Avenue and Loftus Street, Lawson. Fridays 10.00am-12.30pm; school terms. For parents 24 years and under.

Youth Mental Illness and Substance Abuse (YMISA) 47805545

A network of government and non government organisations working together to improve mental health outcomes, programs and referral pathways for young people living in the Blue Mtns.

Pink Mountains Youth

pinkmountains.com.au/pink-mountains-youth
Provides a relaxed, safe space for young LGBTQISSA+ people to be themselves, establish new friendships and peer support networks, and dissolve any sense of isolation that they may feel. Meetings at Katoomba and Springwood Youth Centre

on 3rd Tuesday each month at 7pm-9pm (alternating venues).

Headspace

4720 8800 headspace.org.au

606 High Street, Penrith
Headspace Penrith provides face-to-face information, support and services to young people aged 12 to 25 years. They help with mental health, general health, alcohol and other drug services and work support.

Children's Legal Service Hotline

1800 101 810 Criminal legal advice if you're under 18.

Coming in 2019 - Nepean Youth Severe

Mental Health Service : a new outreach service to the Blue Mountains for 12 -25 year olds at risk of developing serious mental health. Contact BMCC Community Development Officer - Young People RVlachou@bmcc.nsw.gov.au for further details.



DISABILITY SUPPORTS FOR FAMILIES

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The NDIS provides supports to people under the age of 65 who have a permanent and significant disability to participate in everyday life and achieve their goals. Reasonable and necessary supports can include a flexible range of services such as early intervention, personal care, mobility equipment, taking part in community activities, therapy services, home modifications or assistance with employment. Assistance from the NDIS is not means tested and does not impact on income support such as the disability support pension or carers allowance.

The National Disability Insurance Agency (NDIA) is the independent Commonwealth government agency responsible for implementing the NDIS. Visit the NDIS website for more details.

Contact the NDIA

Website: [ndis.gov.au](https://www.ndis.gov.au)

Phone: **1800 800 110** TTY: **1800 555677**

or Speak and Listen: **1800 555 727**

NDIS Penrith Office: 121 Henry St Penrith

There's a list of helpful websites with NDIS information at the back of this guide. For further information and resources you can also call:

- Carers NSW Carer Line **1800 242 636**
- My Choice Matters **1800 144 653**
- Resourcing Inclusive Communities **1800 774 764**
- Uniting **1800 864 846**

ACCESSING THE NDIS

To access the NDIS ring **1800 800 110** and ask for an NDIS Access Request Form. Alternatively you can visit the Local Area Coordinators Office (Uniting) at Shop 3, 297 Great Western Highway,

Lawson or Level 1, 83 Henry St Penrith (ph: **4723 9444**). Submit the completed Access Form in person or by mailing it to GPO Box 700 Canberra ACT 2601 or email NAT@ndis.gov.au.

If approved, you will be assigned to a Uniting Local Area Coordinator. **Uniting** is the NDIS partner covering the Blue Mountains and Nepean. They will contact you and advise you of your approval and will organise a meeting with you to start preparing for your first plan. If you have been deemed as ineligible for NDIS you will be notified in writing.

EARLY CHILDHOOD EARLY INTERVENTION (ECEI)

To access NDIS for children under the age of 6, there is a separate pathway for early intervention called Early Childhood Early Intervention. This approach supports children aged 0-6 years with a developmental delay or disability and their families/carers and assists children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their lives.

The NDIS has engaged partners to deliver ECEI and in the Nepean Blue Mountains this is **Lifestart**. As an Early Childhood Partner, Lifestart can help you to understand and access the most appropriate supports for your child. Lifestart will:

- Meet with you & get to know your child
- Work with you to determine the best supports for you and your child
- Identify and connect you and your child with the most appropriate supports in your area
- Provide some short-term early intervention where it has been identified as the most appropriate support

- Help you to request NDIS access if your child requires longer term early childhood intervention supports
- If your child becomes an NDIS participant, work with you to develop an NDIS plan.

For more information contact Lifestart on **1800 953 390**. lifestart.org.au.

NDIS DISABILITY SERVICES IN THE BLUE MOUNTAINS

There are various organisations that offer a range of disability support services in the Blue Mountains. Different organisations often provide different supports. Examples of supports available include early childhood intervention supports, assistance with daily living, community participation, trans-disciplinary and therapy services, mobility equipment and home modifications, recreational activities, and employment assistance to name a few.

For a full list of NDIS services, search for services on your participant portal (available once you are deemed eligible for NDIS) or visit ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers. Some organisations providing general disability support in the Blue Mountains are listed below and organisations providing specialised support are listed under relevant headings in the remainder of the chapter.

Ability Options 1300 422 454
abilityoptions.org.au

AFFORD 1300 233 673 afford.com.au

Australian Home Care 1300 303 770
ahcs.org.au

Australian Unity 1300295 817
australianunity.com.au

Barnardos Penrith Family Centre 4729 1211 barnardos.org.au

Belong Blue Mountains - Katoomba Neighbourhood Centre 4782 1117
kncinc.org.au

Break Thru People Solutions 1800 767 212 breakthru.org.au

Blackheath Area Neighbourhood Centre (BANC) 4787 5684 banc.org.au

CatholicCare Social Services 4751 4956
ccss.org.au/disability-services-ndis/

Complete Care Team 4739 5211
cctnursing.com

Connect Child & Family Services 4758 9966 connectcfs.org.au

Creating Links 4751 7504
creatinglinks.org.au

DARE Disability Support 4751 5266
daredisability.org.au

EMPOWERability 4577 2150
empowerability.org.au

Greystanes Disability Services 4784 1118 greystanes.org.au

Just Better Care 4579 7137
justbettercare.com

Kirinari 4782 9371 or 6056 6477
kirinari.com.au

MYST Disability Support 1300 00 6978
myst.com.au

Nepean Area Disabilities Organisation (NADO) 1300 738 229 nado.org.au

PATH Inc 4721 0866 path.org.au

SEE Foundation 4721 1966
seefoundation.com.au

Uniting 1800 864 846 uniting.org/services/disability-services

Wendy's Home Care 4587 5999
wendyshome.com.au

You can also contact Council's Aged and Disability Development Officer on **4780 5546** to obtain a copy of the Community Care Guide or get a copy online at

strongerfamilies.net.au/information-for-parents-carers/directories/ or at bmcc.nsw.gov.au. This Guide provides more details about local disability services and aged care services.

LOCAL AREA COORDINATORS

4723 9444. uniting.org/services/disability-services/uniting-and-ndis/local-area-coordinators.

Local Area Coordinators (LACs) assist people with disability to access the NDIS. If you are eligible for the NDIS, the LACs will work with you to help you understand how NDIS works, help identify goals for your first NDIS plan, and explore ways to achieve these goals. Uniting has partnered with NDIA to provide LAC in the Blue Mountains.

NDIS COORDINATION AND PLAN MANAGEMENT

For some NDIS participants, **Coordination of Supports** is included in their NDIS Plan. Support coordination helps to build the capacity of an NDIS participant to implement all supports included in their plan such as informal, mainstream, community and funded supports.

NDIS participants can also choose to use **Plan Managers**. Plan Managers assist you manage the financial tasks of the plan and enables individual access to non-registered NDIS providers. To search for support coordination or plan management services go to your participant portal (available once you are deemed eligible for NDIS) or visit ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers.

ABILITY LINKS

Ability Links NSW Coordinators, known as Linkers, work closely with people with disability (from 7-64), their families and

carers to support you to fulfil your goals, hopes and dreams. Linkers can help you find ways to be a part of your local community, set goals and plan for your future, build confidence, develop existing support networks and create new ones. It is a free service and particularly targets people who are not eligible for NDIS. For more information on Ability Links visit abilitylinksnsw.org.au.

Local Ability Links providers in the Blue Mountains include:.

SSI Ability Links NSW 9685 0293
ssi.org.au

Ability Links Uniting NSW/ACT
8830 0768 uniting.org

Ability Links (Sydney Regional Aboriginal Corporation) 4721 1536.

MY CHOICE MATTERS

1800 144 653

mychoicematters.org.au

My Choice Matters (Council of Intellectual Disability) aims to help people live a good life and get the best out of the NDIS and the disability support system. My Choice Matters run workshops and events across NSW, share knowledge and experiences, offer online courses on leadership and building skills and create resources.

NATIONAL RELAY SERVICE

In this guide, Telephone Typewriter numbers are listed where available. If you need support to contact any services by phone, contact the National Relay Service Helpdesk in any of the following ways:

- Voice **1800 555 660** (free from landlines)
- TTY **1800 555 630** (free)
- Fax **1800 555 690** (free)
- Email helpdesk@relayservice.com.au
- SMS **0416 001 350**

Website: relayservice.gov.au



ABORIGINAL & TORRES STRAIT ISLANDER

Please go to the **Aboriginal Community Services section** on page 11 of this Guide for further details about Aboriginal specific services. Detailed NDIS Information for Aboriginal and Torres Strait Islander people can be found on the NDIS website.

ADVOCACY

Advocacy services can help if you're experiencing barriers, inequity or discrimination, or if you have concerns about a disability service. Advocacy services can also help you to make informed decisions and choices.

Human Rights and Equal Opportunity Commission

1300 656 419 humanrights.gov.au

Children & Young People with Disability Australia (CYDA)

1800 222 660 cyda.org.au

Carers Australia

1800 242 636 carersaustralia.com.au

Carers Australia is the national peak body representing Australia's unpaid carers, advocating on behalf of Australia's carers to influence policies and services at a national level. It works collaboratively with partners and its member organisations, the Network of state and territory Carers Associations, to deliver a range of essential national carer services.

Disability Advocacy NSW 1300 365 085
da.org.au NDIS appeals support.

Family Advocacy

1800 620 588 family-advocacy.com

Supports families to advocate with and on behalf of a family member with disability.

Indigenous Disability Advocacy Service
4722 3524

Intellectual Disability Rights Service
1800 666 611 idrs.org.au

Multicultural Disability Advocacy Association 1800 629 072 mdaa.org.au

National Disability Abuse & Neglect Hotline 1800 880 052 National Relay Service 1800 555 677 jobaccess.gov.au

NSW Council for Intellectual Disability
1800 424 065 nswcid.org.au

NSW Ombudsman 9286 1000,
1800 451 524 or ombo.nsw.gov.au

NSW Civil & Administrative Tribunal (NCAT) Guardianship Division
1300 006 228 or

National Relay Service 1300 555 727
ncat.nsw.gov.au/Pages/guardianship
NCAT's Guardianship Division can appoint a guardian for a person with a decision making disability. A Guardian can make decisions about the person's health, accommodation, services or other lifestyle matters.

Penrith Disability Resource Centre (PDRC) 4732 2363 pdrc.org.au

An organisation of and for people with a diverse range of disabilities living in the Penrith region and surrounding local government areas. The PDRC website includes a comprehensive directory of services and resources relating to all things disability.

People with Disability Australia (PWDA)
pwd.org.au

1800 422 015 or TTY 1800 422 016
PWDA is a national disability rights, advocacy and representative organisation that is made up of, led and governed by people with disability. PWDA has a cross-disability focus.

Physical Disability Council of NSW (PDCN) 1800 688 831 pdcnsw.org.au

Support My Decision is a website for people who would like support to make decisions to give them more control over their lives. support-my-decision.org.au

Belong Blue Mountains - Mid Mountains Neighbourhood Centre 4759 2592

Peer Support and Advocacy Group for NDIS participants and carers, 2nd Wednesday of the month, 10am -11.30am. Also run inclusive holiday workshops for young people living with a disability. School terms only.

If you feel your issue has not been resolved, another option is to contact your local Member of Parliament.

CARER AND PARENT SUPPORT SERVICES

See also **Parenting Support** on page 19.

Carers NSW

1800 242 636 carersnsw.org.au
Offers counselling, support, information and resources. Carers NSW provides a Carers Support Line, National Carer Counselling Program and Talk Link.

Carer Gateway 1800 422 737
carergateway.gov.au

A national online and phone service that provides practical information and resources to support carers and helps carers connect to local support services.

My Forever Family

1300 782 975 myforeverfamily.org.au
This program provides recruitment, training and support to a range of carers, including guardians, adoptive families, short term foster carers, long term carers and relative/kin carers.

MyTime 1800 889 997 mytime.net.au
Provides support for parents and carers of children with a disability, developmental delay or chronic medical condition.

COMPLAINTS ABOUT SERVICES

See also **Advocacy** on page 42.

NDIS Quality & Safeguards Commission
1800 035 544 ndiscommission.gov.au

Anti-Discrimination Board of NSW
1800 670 812 antidiscrimination.justice.nsw.gov.au

Health Care Complaints Commission
1800 043 159 hccc.nsw.gov.au

Human Rights Commission
1300 656 419 humanrights.gov.au

NSW Ombudsman
1800 451 524 ombo.nsw.gov.au

Commonwealth Ombudsman
1300 362 072 ombudsman.gov.au

NSW Fair Trading
13 32 20 fairtrading.nsw.gov.au

Complaints Resolution and Referral Service 1800 880 052 jobaccess.gov.au

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD)

Translating and Interpreting Service
131 450 tisnational.gov.au

Health Care Interpreter Service
9912 3800 24 hour service

Multicultural Disability Advocacy Association
1800 629 072 mdaa.org.au

Transcultural Mental Health Centre
1800 648 911 dhi.health.nsw.gov.au/transcultural-mental-health-centre
Provides support and information to carers from Culturally and Linguistically Diverse communities who look after a family member or friend with a mental health problem, including autism.

DISABILITY SPECIFIC

Asperger's Syndrome Support Group (Blue Mountains) 4754 4050 meets at Winmalee Neighbourhood Centre
tonyattwood.com.au

NSW Autism Advisor Program
1300 978 611 Email: autismadvisor@autismspectrum.org.au

Autism Spectrum Australia (Aspect)
1800 ASPECT (1800 277 328)
autismspectrum.org.au

Australia's leading service provider for people on the autism spectrum.

Brain Injury Australia 1800 272 461
braininjuryaustralia.org.au

Care and Support Services 9679 1912
caresupportservices.com.au

For people with acquired brain injury or spinal cord injury.

Cerebral Palsy Alliance 1300 888 378
cerebralpalsy.org.au

Deaf Society of NSW TTY 8833 3691, 8833 3600 deafsociety.com

Down Syndrome NSW 1800 811 629
downsyndromensw.org.au

Epilepsy Action Australia
1300 EPILEPSY (1300 374 537)
epilepsy.org.au Provides assistance, advice, education and training regarding epilepsy issues for those with epilepsy or others seeking information.

Para Quad 8741 5600 paraquad.org.au

Positive Partnerships 1300 881 971
positivepartnerships.com.au
Offers workshops webinars & online learning to improve educational outcomes of school-aged students on the autism spectrum.

RIDBC (Deaf and Blind support)
1300 581 391 ridbc.org.au

Spinal Cord Injuries Australia (SCIA)

1800 819 775 scia.org.au

Synapse NSW

1800 673 074 synapse.org.au Provides information, referral, consultancy, assessment and planning services for people with Acquired Brain Injury.

Vision Australia

1300 847 466 and TTY **1300 847 466**
visionaustralia.org

Provides a range of blindness and low vision services for children and adults.

EARLY CHILDHOOD

See also **Early Childhood Early Intervention** (page 39), **Playgroups & Supported Playgroups** (page 22) and **Transdisciplinary and Therapy Services** (page 54).

Child and Adolescent Development Unit 4784 6671

Blue Mountains Anzac Memorial Hospital, Woodlands Road, Katoomba.
Assessment services for 0-18 year olds with developmental delays and disorders. Also physiotherapy, nutritional dietetic service, workshops about feeding babies and toddlers and playgroups for children who have developmental delays. Provided for all families.

Connect Child and Family Services

4758 9966 connectcfs.org.au

Medicare and NDIS registered.
Connect offer a suite of Early Childhood programs for children with disabilities including: Transdisciplinary Key worker, Therapy, Constructions Crew, Social Skills Programs, Behaviour Support, Co-ordination of supports, Transition to School and School holiday workshops. Connect is registered for the Helping Children with Autism and Better Start initiatives. It also offers services under Start Strong Pathways for children with

disabilities to access preschool.

Early Intervention Helpdesk

1800 778 581

This service provided by Department of Social Services provides information and funding for early intervention services.

Lapstone Preschool 4739 2606

lapstonepreschool.com.au

9 Explorers Road, Lapstone
Special services for children with additional needs including an early development program and early intervention services.

Tresillian

Speak to qualified Tresillian nurses for help with parenting with your baby, toddler or young child.

Parents Helpline: **1300 272 736** between 7.00am-11.00pm. tresillian.org.au

Springwood Children's Centre

4751 4642

springwoodchildrenscentre.weebly.com
Unit 2, 119 Macquarie Road, Springwood
Speech therapy for children up to 5 years, counselling for children, music therapy, remedial assessment and tutoring. Provides a range of services to early childhood and school aged children. Assessments and tuition in literacy and numeracy for children with learning difficulties and/or disabilities. Music therapy and speech pathology programs and Assessments for all aged children. NDIS registered.

EDUCATION

See also **Schools & Education Support** on page 29.

NSW Department of Education

- Public Schools 9266 8487

Email: disability.support@det.nsw.edu.au

Website: education.nsw.gov.au/teaching-and-learning/disability-learning-and-support

A website with useful information for parents and carers of children with

Penrith Valley School

Planning for the Future

Lot 3, Werrington Road
Werrington
2747
Phone: 9623 7532

Home Our school Curriculum & activities Caring for students School years Community Links and Services Ngala Cafe

NEWS NEWSLETTERS CALENDAR GALLERY CONTACT US

Search site...



Penrith Valley School provides students with behavioural and emotional difficulties the opportunity to further their learning in a small and highly structured school environment, with a

disabilities starting school, including a school locator & downloadable resources.

Connect Child and Family Services

4758 9966 connectcfs.org.au

48-50 Oaklands Road, Hazelbrook
Runs specialist Transition to School programs, and is available to give schools advice.

Australian Association of Special Education (AASE) aase.edu.au

Support and advocacy for people with special educational needs to ensure provision and access to quality education services.

Special Learning Difficulties Association NSW (SPELD) speldnsw.org.au

Helpline: **9739 6277**

SPELD NSW is a not-for-profit organisation that provides services and advice for children and adults with specific learning needs and those who teach them.

Learning Difficulties Coalition

Parent helpline: **9806 9960** ldc.org.au

LDC is a coalition of individuals and parent

support groups that provides support and information about children (5-18yrs) with learning difficulties and related conditions. Online Factsheets available on school readiness, learning difficulties, ADHD, Tourette Syndrome, Autism Spectrum Disorder, Dyspraxia and Communication Disorders.

Kurrambee School **9833 7400**

kurrambee-s.schools.nsw.edu.au

Lot 11, Werrington Rd, Werrington

A school for children with moderate to severe intellectual disability. Programs are directed at maximising students' learning for living and improving their quality of life.

Penrith Valley Learning Centre **9623 7532**

penrithvlc-s.schools.nsw.edu.au

Lot 3, Werrington Road, Werrington

Penrith Valley Learning Centre caters for students who have a documented pattern of challenging behaviours, which despite intensive interventions over an extended period of time have not been effectively resolved.

Penrith Valley Learning Centre aims to help students who display behaviour difficulties better understand their behaviour and learn to accept responsibility for their actions. Students have the opportunity to learn new skills in a smaller and highly structured environment whilst still maintaining contact with their home school, where appropriate.

Putland School 9623 8322

putland-s.schools.nsw.edu.au

Great Western Hwy & Water St, Werrington
Putland Education and Training Unit (ETU) offers a range of educational programs including basic skills remediation; living skills; secondary education; vocational education and tertiary studies. Students may enrol in courses delivered by distance delivery mode supported by ETU staff, or school or TAFE delivered curricula. Putland School is a remand centre and on the grounds of Juvenile Justice.

National Disability Coordination Officer Programme (NDCO) 0434 932 133

westernsydney.edu.au/getreadyforstudyandwork

This Programme works strategically to assist people with disability access and participate in tertiary education and subsequent employment, through a national network of regionally based NDCOs. The NDCOs work with stakeholders at the local level to reduce systemic barriers, facilitate smooth transitions, build links and coordinate services between the education, training and employment sectors.

EMPLOYMENT ASSISTANCE

DISABILITY EMPLOYMENT SERVICES

These services can help you find and keep a job if you have a disability, illness or injury. In the Blue Mountains, a range of DES providers are as follows:

Ability Options 1300 422 454
abilityoptions.org.au

APM 4721 1278 apm.net.au
Katoomba, Springwood & Winmalee (Wed only)

Global Skills 4734 8586
globalskills.com.au Katoomba

Max Employment 4752 2200
maxsolutions.com.au Springwood (this is a Disability Management Service)

Nova Employment
novaemployment.com.au

- Katoomba **4780 6600**
- Springwood **4752 3000**

OCTEC Employment Service
1800 258 182 octec.org.au
Katoomba and Springwood

ORS Group 1800 000 677
orsgroup.com.au Katoomba

OTHER EMPLOYMENT SERVICES

JobQuest 4731 4400 jobquest.org.au
JobQuest aims to help disadvantaged members of the community to be resourceful, independent and self-reliant, and be connected and accepted by the general community and the public.

Dare Disability Support 4751 5266
daredisability.org.au
Provides employment opportunities for people with a disability.

Northcott Vocational Skills Program
4720 4400 northcott.com.au
Provides training and assistance to gain employment for people with disabilities.

Blue Mountains Food Services
- Ben Roberts Cafe 4759 2811
benrobertscafe.org.au School Leavers Employment Supports (SLES). Provides hospitality employment opportunities for young people with disabilities.

Job Access - Employment Assistance Fund (EAF) 1800 464 800 jobaccess.gov.au/employment-assistance-fund-eaf

This fund gives financial help to eligible people with disability and mental health conditions and employers to buy work related modifications, equipment, Auslan services and workplace assistance and support services.

EQUIPMENT

EnableNSW 1800 362 253 (1800 ENABLE) or enable.health.nsw.gov.au

EnableNSW provides equipment and services to eligible NSW residents with a permanent or long-term disability to assist them with mobility, communication and self-care. Being part of Health Support Services, it administers the NSW Health disability support programs and other assistance programmes including the:

- Aids and Equipment Program
- Continence Assistance
- Specialised Equipment Essential for Discharge (SEED)
- Prosthetic Limb Service (formerly ALS)
- Home Respiratory Program (HRP)
- Away From Home Haemodialysis
- Speech Generating Devices

Lithgow/Bathurst Mobility Aids 6352 2752 lbmobility.com.au

Range of mobility aids for hire, as well as maintenance and service on most mobility aids. (Services cover the Blue Mountains).

Assistive Technology Australia 1300 885 886 at-aust.org

Based in Blacktown, Assistive Technology Australia does not sell equipment, but provides assistance with advice and information on products and services, household fittings and home modifications. It also provides opportunities for trying out different products to check suitability.

TAD NSW

1300 663 243/9912 3400 tadnsw.org.au
Designs, builds and modifies equipment to assist children's development and to assist older people to retain mobility and independence. TAD's Freedom Wheels program modifies bikes for children with additional needs - freedomwheels.org.au.

Cerebral Palsy Alliance (CPA) Assistive Technology, Mobility and Customised Seating 1300 888 378 cerebralpalsy.org.au

CPA Therapists can assist people in finding and setting up the right equipment for their needs, and help source funding to purchase equipment and aids. Therapists are also available to train carers and family members to support people with disability to use new equipment.

Assessment & Equipment Loan, Blue Mountains Hospital 4784 6503

Equipment is available by referral from a medical professional.

Some **pharmacies** in the Blue Mountains supply equipment for purchase or for hire. Contact the pharmacy nearest to you for more information.

Blaxland Day & Night Pharmacy 4739 1611

Blooms the Chemist (Springwood) 4751 1646

The Hip Joint, Greenwell & Thomas (Katoomba) 4782 1066

FAMILY SUPPORT

Thrive Services

4782 1555 thriveservices.org.au
Intensive support is provided by experienced family case workers for families with more complex needs with children aged 0-12 years (or expecting a baby).

This includes home visiting, parenting programs, access to quality child care services and case management.

Uniting Customer Service Line

1800 864 846 uniting.org

Uniting supports children and families in Nepean Blue Mountains with early learning, NDIS supports, counselling and mediation.

Brighter Futures Program

The Brighter Futures program is for families who have little support from family and friends and are finding parenting tough. Families facing child behaviour management problems, needing help with parenting skills, drug and alcohol problems, mental health issues, domestic violence or parents with significant learning difficulties may also be able to be in the program. Contact Wesley Mission **4723 9273**.

Western Sydney Family Referral Service (FRS) 1300 403 373

relationshipsnsw.org.au/support-services/western-sydney-family-referral-service/

FRS supports families with vulnerable children and young people, linking them to appropriate community services.

Children of Parents with Mental Illness (COPMI) copmi.net.au

Free online resources and e-Learning courses for parents, children and young people, family and friends, and mental health professionals. COPMI does not provide case management or referrals.

FINANCIAL SUPPORT FOR FAMILIES WITH A CHILD OR ADULT WITH DISABILITY

See also **Financial & Housing Support Services** on page 14 and **NDIS** on page 39.

Families experiencing disability may be eligible for the following financial assistance:

- National Disability Insurance Scheme (NDIS)
- Medicare items (Better Start and Helping Children with Autism)
- Carer Allowance
- Carer Payment
- Chronic Disease Management (CDM) Medicare Items.

HOLIDAY ACCOMMODATION

Low cost holiday accommodation for families experiencing disability.

Saint Jax on the Mount (Mount Victoria)

0418 22 40 31 saintjaxonthemount.asn.au/Home

An open-plan building to be shared for the provision of respite, tranquillity and healing for children who are differently-abled, their families, carers and friends.

Anschau House (Windsor) 4577 2150

empowerability.org.au
Anschau House is run by EMPOWERability and is a fully accessible home which is available for use by clients of the service. The house offers a warm and homely environment and is equipped with a portable hoist, 4 hospital beds, full kitchen, accessible bathroom, lounge room and outdoor pool with hoist. The house is perfect for overnight respite, and day respite. Contact the service directly to discuss staff funding options.

Respite Tours (Blue Mountains)**4759 2611** respitetours.com

Short stay holidays (3 to 7 days) for people over 16 years old who have an acquired brain injury, intellectual disability and/or psychiatric disability.

Blue Mountains Tourist Parks**bmtpp.com.au** **Accessible cabins at:**

- Blackheath Glen **4787 8101**
- Katoomba Falls **4782 1835**

The Oasis at One Mile Beach 4982 2801**theoasisonemile.com.au**

Located at Port Stephens, the Oasis offers accessible accommodation and surrounds with easy access kitchens, accessible bathrooms, a personal care service and is located in close proximity to the water front.

Gem Hill Cottage (Baulkham Hills)**9634 7531**

Gemhill Cottage is a spacious 5 bedroom house in Castle Hill that has wheelchair access throughout, and an undercover entertaining area with a BBQ area. The Cottage offers a very pleasant and friendly environment.

- Accommodation for people with an acquired brain injury for up to 8 weeks a year on a pre booked basis.
- 24 hour / 7 day a week support.
- Fully trained and professional staff to provide individuals with the highest standard of care.
- Crisis accommodation can also be provided to regular respite service users if needed.
- Short stays can also be arranged if pre booked.
- Two (2) staff members are available 24 hours a day.

Madison's Mountains Retreat**(Kurrajong) 4567 7398****madisonsretreat.com.au**

Peaceful Alpaca Farmstay at Kurrajong Heights. Wheelchair accessible cottage.

Respite House, Uniting Care (Lithgow)**6351 4887** ucl.com.au

3-bedroom cottage with secure covered and paved courtyard equipped with BBQ and outdoor setting. The house can be available for brokerage to other services and organisations.

Wheelie Good Hotels Website

wheeliegoodhotels.com This website lists a range of wheelchair accessible holiday options.

HOME MODIFICATIONS & MAINTENANCE

Assist Building & Maintenance

- Belong Blue Mountains, Katoomba Neighbourhood Centre

4782 1117 kncinc.org.au

Assist Building and Maintenance provides:

- Home Modifications (including ramps, rails & wheelchair-accessible bathrooms)
- Home Maintenance (including repairing steps, minor electrical & plumbing work)
- Garden Maintenance

for people of any age living with a disability, and their carers, so they can remain safely in their own homes. Carried out to the specifications of an Occupational Therapist (OT). An in-house OT is part of the Assist team. Assist is NDIS registered.

AIDER Program 8741 4955**rfs.nsw.gov.au**

The Assistance for Infirm, Disabled and Elderly Residents (AIDER) program is a one-off free service supporting vulnerable residents to live more safely & confidently in their home on bush fire prone land.



Home Modification Information

Clearing House has a convenient online Service Directory with a service locator for Home Modification Services and related services such as Occupational Therapy, Access Consultants, Builders and Suppliers. Website: homemods.info/service/home-modification-service-directory.

Some other local Home Modifications and/or Maintenance services registered for NDIS include:

- **Dare Grounds and Maintenance**
4751 5266 daredisability.org.au
- **Jobquest Property Services**
8677 8885 jobquest.org.au
- **Fusion Building and Maintenance**
8805 5960 fusionbuilding.com.au

HOSPITALS

See also **Hospitals & Medical Help** on page 7.

Sydney Children's Hospitals Network

9845 0000 schn.health.nsw.gov.au

Incorporates the Children's Hospital at Westmead, Sydney Children's Hospital at Randwick, Bear Cottage, Newborn and Paediatric Emergency Transport Service (NETS), Pregnancy and Newborn Services Network (PSN) and Children's Court Clinic.

Allowah Children's Hospital 8877 3400

allowah.org.au 8 Perry Street, Dundas
Allowah is a hospital which cares for children and young people up to the age of 18 with physical and intellectual disabilities such as genetic or chromosomal disorders, birth trauma, cerebral palsy, head injuries, and diseases acquired after birth.

Bear Cottage

9976 8300 bearcottage.chw.edu.au

A hospice for children with life-limiting illnesses.

IN-HOME SUPPORT

See **NDIS Disability Services in the Blue Mountains** on page 40. For more detailed information on the range of in-home support services available to people with disabilities, please refer to the Blue Mountains City Council's Community Care Guide. To access the Guide, contact Council's Community Development Officer - Aged & Disability on **4780 5546** or visit **strongerfamilies.net.au/information-for-parents-carers/directories/** or **bmcc.nsw.gov.au**.

LEGAL

Australian Centre for Disability Law
1800 800 708 disabilitylaw.org.au

Free legal advice for people with disabilities on matters concerning disability discrimination.

Criminal Justice Support Network
1300 665 908 idrs.org.au/support/support.php

Operates an information, referral and support service to help people with intellectual disabilities involved in any type of criminal matter. Operates 9am-10pm.

Intellectual Disability Rights Service (IDRS) **9318 0144** idrs.org.au

IDRS is a specialist legal advocacy service for people with disability in NSW.

Law Access Online **1300 888 529**
TTY **1300 889 529** lawaccess.nsw.gov.au
Plain English information on legal information and services.

LIBRARIES AND TOY BORROWING

See also **Library & Cultural Services** on page 71.

Blue Mountains City Libraries

All branches of Blue Mountains City Libraries offer:

- Large Print Books
- Audio Books on CD
- Graded Readers, some with Dyslexie font
- eBooks and eAudio books
- eMagazines

and all public Internet computers allow the screen to be magnified for those with reduced vision.

Contact Blue Mountains City Council for more information **4780 5000**.

Possum Community Toy Library
(Connect Child & Family Services)
4759 1462

Provides a large range of toys and resources for children aged 0-12 including construction equipment, wooden puzzles, baby toys, ride-ons, musical instruments, toys encouraging creative play, CDs and some larger equipment. A range of specialist toys for children with additional needs is also available.

Family Advocacy Resource Library
1800 620 588

family-advocacy.com/resources
The "Inclusion Collection" provides a comprehensive range of resources for families with disability, available for download or viewable online.

Alexander's Toybox
0430 605 549 alexanderstoybox.com.au

Not a library or a toy-borrowing service but an online store, Alexander's Toybox aims to provide lots of fun stuff for kids, teens and adults with disabilities. The website also provides information and links on disability-specific resources.

RECREATION & SOCIAL SUPPORT

Master Locksmith Access Key (MLAK) 1800 810 698

masterlocksmiths.com.au/mlak

MLA Keys allow 24 hour access to public facilities, such as public toilets for people with disability. Low cost MLA Keys may be purchased from Master Locksmiths Association of Australasia (MLAA) members Australia wide.

National Public Toilet Map

As part of the National Continence Program, the Toilet Map provides information on over 19,000 publicly available toilets across Australia, including accessibility, opening hours and facilities, such as showers and baby change.
toiletmap.gov.au

NSW Companion Card 1800 893 044 nswcompanioncard.nsw.gov.au

This program is for people with significant and permanent disability who have a lifelong need for a high level of care to participate in community events and activities. It allows a person's carer free entry into participating venues and events.

Riding for the Disabled Association (RDA NSW) 4736 1256 rda.org.au

Provides opportunities for people with a disability to enjoy all the activities connected with being with horses. Spending time with horses is both therapeutic and recreational. NDIS registered service.

Accessible Arts NSW

9251 6499 or old.aarts.net.au

Accessible Arts promotes and provides opportunities for people with disabilities to participate in arts and cultural activities as audience members; through attending galleries, theatres, museums and festivals; or as participants in art, drama, music, dance and multimedia activities; and by

developing as professional artists.

Blue Mountains All Abilities Football (Soccer) Blue Kangaroos 0413 548 562

Camp Breakaway

4390 7624 breakaway.org.au

Based on the Central Coast of NSW, Breakaway runs camps for adults, children and young people with disabilities, and they also run camps for their young carers and siblings.

Sailors with disABILITIES 0421 725 170 sailorswithdisabilities.com

Sailors with disABILITIES uses sailing as a tool to build confidence, self-esteem and new relationships. Offers a range of sailing programs for children and adults with disabilities, a youth program, racing, and carer's day.

Sailability Penrith Lakes 4729 2059 sailabilitypenrithlakes.org.au

Sailability are dedicated to increasing sailing opportunities for everyone, regardless of age or ability. They sail with disability service providers and school groups two to three days per week.

SIBLINGS AND YOUNG CARERS

Siblings Australia

siblingsaustralia.org.au

Siblings Australia's website provides information about sibling support, resources, research and policy and helps siblings connect through forums.

Carers Australia Young Carers Project 1800 242 636 youngcarers.net.au

Information on Young Carer Bursary Program and Young Carers Network

Young Carers NSW

1800 242 636 youngcarersnsw.org.au

The Carers NSW Young Carer Program offers leadership training, workshops, events, story sharing, phone support, and counselling.

TRANSDISCIPLINARY AND THERAPY SERVICES

The following is a list of some of the NDIS registered transdisciplinary/therapy/early special educators/behaviour support clinicians who specialise in working with and provide services to children and young people with developmental delays or disability in the Lithgow and Blue Mountains area. Please note this is not a comprehensive list. For a full list of NDIS services, search for services on your participant portal (available once you are deemed eligible for NDIS) or visit [ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers](https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers) and search under Therapeutic Supports.

EARLY SPECIAL EDUCATION SERVICES (AND THERAPY)

Connect Child and Family Services
4758 9966 connectcfs.org.au

Lapstone Early Childhood Intervention Services
4739 2606 lapstonepreschool.com.au

SDN Children's Services (Lithgow)
1300 831 445 sdn.org.au

PSYCHOLOGICAL OR BEHAVIOUR SPECIALIST SERVICES

Reflections on Behaviour (Karen Armour)
0431 354 820 Katoomba

Brighter Pathways 4787 5010 Blackheath

MYST Disability Support 1300 00 6978
myst.com.au Springwood/Katoomba/
Lithgow

The Benevolent Society 1800 236 762
[benevolent.org.au/funding-options/
national-disability-insurance-scheme](https://benevolent.org.au/funding-options/national-disability-insurance-scheme)
Katoomba/Lithgow

THERAPY ONLY SERVICES

Children's Chatter (SP) 4751 2540
Springwood

Lifespan Disability Support Service
(OT/SP/PT/counselling) 0420 981 104
lifespandts.org.au Katoomba

Simone Poulter (PT) 0407 208 575

The Gabrielle Centre (OT/SP) 4739
2352 gabriellecentreforchildren.com.au
East Blaxland

Springwood Children's Centre (SP/
OT/remedial teacher) 4751 4642
springwoodchildrenscentre.weebly.com

The Benevolent Society (OT/SP/PT) 1800
236 762 [benevolent.org.au/funding-
options/national-disability-insurance-
scheme](https://benevolent.org.au/funding-options/national-disability-insurance-scheme) Katoomba/Lithgow

Action Forward (Stephanie Marks OT)
0417 696 646 actionforward.com.au

Upper Mountains Speech Pathology
0415136809 Katoomba

DISABILITY SPECIFIC SERVICES

Aspect (Autism support) 1800 ASPECT
(1800 277 328) autismspectrum.org.au

RIDBC (Deaf and Blind support)
1300 581 391 ridbc.org.au

Cerebral Palsy Alliance (Cerebral
Palsy support) 1300 888 378
cerebralpalsy.org.au

Para Quad (Spinal Injury support) 8741
5600 paraquad.org.au

Bright Sky Australia (Specialist medical
products including continence products)
1300 886 601 brightsky.com.au.

TRANSPORT

Transport Info Line 131 500

24 hour information line that provides information on trains, buses, ferries and accessibility.

Great Community Transport 4722 3083
gct.org.au Registered NDIS provider.

Taxi Transport Subsidy Scheme

1800 623 724 transport.nsw.info

The taxi subsidy scheme enables people with permanent disability to access taxi vouchers entitling the applicant to half price taxi fares, up to \$60 per trip.

Katoomba Taxis

4782 1311 katoombataxis.com.au

Blue Mountains Combined - Maxi Taxis **4758 8800**

Lawson to Emu Plains. Wheelchair accessible for two wheelchairs at a time. Baby seats and capsules also available.

Paddy Wagon Taxi Service

0458 555 155

Lawson, Springwood, Glenbrook and Emu Plains. Wheelchair accessible taxis.

Katoomba Wheelchair Taxi Service

4782 1209 katoombataxis.com.au

Two wheelchair accessible Hiace commuter buses are available with capacity for one wheelchair and seven passengers. Baby seat and capsules also available. Please book ahead if possible. Bookings to be made between 8.30am-4.30pm.

Transportation of Children with Additional Needs (TOCAN)

rch.org.au/tocan

An initiative by the Royal Children's Hospital in Melbourne which has developed a website that aims to assist parents and carers:

- understand and manage their obligations to ensure they use legal and safe child restraints when transporting their child
- find an occupational therapist skilled at identifying a suitable mainstream child restraint or modifying their current restraint or prescribing a special purpose child restraint
- explore options for government assistance in purchasing a specialist child restraint
- locate a supplier of specialist child restraints.

YOUNG PEOPLE WITH DISABILITY

Livewire

8425 5971 livewire.org.au

Livewire is an online community for teens living with serious or chronic illness or a disability, and their siblings. It provides a place to make freinds, share stories, laugh, have a vent and just be yourself.



GENERAL SERVICES DIRECTORY

ABORIGINAL COMMUNITY

Please go to the **Aboriginal Community Services section** on page 11 of this Guide for further details about Aboriginal specific services.

CULTURALLY & LINGUISTICALLY DIVERSE (CALD)

Blue Mountains Refugee

Support Group bmrsg.org.au or

Email: secretary@bmrsg.org.au

Provides practical assistance for those leaving detention, asylum seekers and refugees in the community, including financial help, legal help and assistance with housing and seeking employment.

Translating and Interpreting Service

(TIS) **131 450** tisnational.gov.au

Fees may apply.

Nepean Multicultural Access **9833 2416**

nma.org.au Offers settlement services in the Blue Mountains.

Settlement Services International (SSI)

8799 6700 ssi.org.au

SSI provides services including refugee settlement, asylum seeker assistance, housing, multicultural foster care, disability support and employment services in NSW.

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

9646 6700 startts.org.au

STARTTS helps refugees deal with their past experiences and build a new life in Australia. Services include counselling, group work, activities for young people, community development activities and physiotherapy.

Multicultural Problem Gambling Service for NSW **1800 856 800**

dhi.health.nsw.gov.au/mpgs

This is a state-wide service that assists problem gamblers from culturally and linguistically diverse communities and their families by providing quality and accessible counselling, treatment and support services.

Confidential assistance is available to gamblers and their families in more than 30 languages at locations across NSW. Assistance includes free telephone counselling, information, advice and referral and one-to-one counselling in a preferred language. After hours appointments available.

Transcultural Mental Health Centre

1800 648 911 dhi.health.nsw.gov.au/transcultural-mental-health-centre

Works with people from culturally and linguistically diverse communities, health professionals and partner organisations across NSW to support mental health.

GOVERNMENT

LOCAL GOVERNMENT

Blue Mountains City Council

bmcc.nsw.gov.au

Community Development

- Community Development Program Leader **4780 5542**
- Aboriginal Community Development Officer **4780 5560**
- Community Development Officer - Aged and Disability **4780 5546**
- Community Development Officer - Child and Family **4780 5542**
- Community Development Officer - Young People **4780 5545 / 4780 5680**
- Social Researcher **4780 5726**.

Community Development includes information, research, best practice policy and practice advice, leadership, management support and networking for stakeholder organisations and groups

that contribute to community well-being. The team facilitates new community development projects, brokers new projects to meet community need and addresses complex social problems requiring a multi-stakeholder solution. The Team convenes the following projects:

- **Aboriginal Advisory Council**
4780 5560 AAC@bmcc.nsw.gov.au
The Aboriginal Advisory Council (AAC) is comprised of representatives of Darug and Gundungurra Traditional Owners as well as broader Aboriginal community members.
- **Blue Mountains Community Care Forum 4780 5546**
A peak forum for services that support people with a disability, the frail aged and their carers across the Blue Mountains and its surrounds identifying gaps in services and strategies to best address these. Representation includes My Aged Care and NDIS services.
- **Domestic Squalor/Hoarding Working Group 4780 5546**
A network of organisations that work together on the issue of squalor and hoarding affecting disadvantaged members of the community.
- **Stronger Families Alliance (SFA) 4780 5542**
A network of government, non-government and voluntary organisations that work together to support families and children throughout the Blue Mountains.
- **Youth Council 4780 5680**
The Youth Council helps young people communicate with Council and the community on matters that affect them. They also facilitate community activities and events for young people. If you're 12-19 years old and interested in getting involved or want more information, go to bmcc.nsw.gov.au/community/youth-council.

Youth Mental Illness and Substance Abuse (YMISA) 47805545

A network of government and non government organisations working together to improve mental health outcomes, programs and referral pathways for young people living in the Blue Mtns.

STATE GOVERNMENT

NSW Family and Community Services facs.nsw.gov.au

Family and Community Services works with children, adults, families and communities to improve lives and help people realise their potential. FACS also has statutory responsibility for protecting children and young people from risk of significant harm. It provides a range of services including:

- **Children, Families and Carers:** reporting a child at risk, foster and kinship care, guardianship, adoption, Children's court, laws, legal help, Mandatory Reports, parenting, programs and services.
- **Housing and Homelessness:** help with housing, how to apply, understand your rights and responsibilities as a tenant or request help with a property.
- **Aboriginal Housing Office:** provides affordable and culturally appropriate housing and employment for Aboriginal people.
- **Domestic and Family Violence:** provides information on how to find help and support, emergency housing, financial help, types of domestic and family violence, AVOs and legal help.
- **Community Inclusion:** Includes carers, ageing, disability inclusion, volunteering youth, advisory councils.
- **For service providers:** Resources for delivering housing services, information on boarding houses, supporting children and families and addressing domestic and family violence.

FEDERAL GOVERNMENT**Department of Human Services****humanservices.gov.au**

The Department of Human Services offers a range of health, social and welfare payments and services through the following programs:

- **Child Support 131 272**
Information, payments and support for separated families.
- **Centrelink 136 150** (Family Assistance line). Delivers social security payments and services to Australians. Information and assessment of eligibility for benefits such as parenting payment, youth allowance, paid parental leave, family tax benefit, child care subsidy, carer allowance and child disability assistance.
- **Medicare 132 011** Information and access to free or lower-cost medical, optical and hospital care. Includes Pharmaceutical Benefits Scheme and Australian Immunisation Register.

For specific phone numbers, visit **humanservices.gov.au/individuals/contact-us/phone-us**. To access services online, rcreate an account at **my.gov.au**.

HEALTH SERVICES**healthdirect Australia****1800 022 222 healthdirect.gov.au**

A 24 hour hotline and website with information and resources around health. Also includes an After Hours GP service and a National Health Services Directory.

The advice is delivered by highly skilled Registered Nurses, supported by health triage software, a website and an up-to-date service directory of local facilities.

If you have a health concern and are unsure what to do next, call healthdirect which will provide important health information and help you make good

choices about treatments. Calls to healthdirect Australia on landlines are free but mobile charges may apply.

Nepean Blue Mountains Local Health District (NBMLHD) 4734 2000
nbmlhd.health.nsw.gov.au

The NBMLHD website offers information for health consumers.

Community Health Centres

Provide free services for children which include monitoring health and development of children 0-5, immunisations, developmental checks, new baby groups, enjoy your toddler groups, speech therapy, occupational therapy, hearing service, counselling, drug and alcohol and mental health services.

nbmlhd.health.nsw.gov.au

- Community Health and Early Childhood Service - Central intake, information and referral line **1800 222 608**
- Katoomba Community Health Service **4782 2133** 93 Waratah Street, Katoomba
- Lawson Community Health Service **4759 8700** 8-12 Honour Avenue Lawson
- Lithgow Community Health Service **6350 2750** Lithgow Hospital, Col Drewe Drive, Lithgow
- Springwood Community Health Service **4751 0100** 288 Macquarie Road Spingwood.

DENTAL

Nepean Blue Mountains Local Health District (NBMLHD) Oral Health Service
1300 769 221 health.nsw.gov.au/oralhealth/Pages/default.aspx

In NSW, public dental services are provided to children and eligible adults. NSW Health does not charge a co-payment for public dental services.

The Child Dental Benefits Schedule is a Medicare program that provides access



to up to \$1000 in benefits per eligible child for a range of dental services over 2 consecutive years.

Nepean Dental Health Clinics

- **Blue Mountains 4784 6655**
Blue Mountains Hospital, Great Western Hwy, Katoomba
- **Kingswood 4734 2387**
Nepean Hospital, Somerset St, Kingsw'd

NSW Oral Health Fee for Service Scheme (OHFFSS) 1800 938 133

This scheme seeks to improve access to acute dental care for concession card holders and their dependents. Contracted services are provided via the OHFFSS, which enables public oral health services to be provided by a private practitioner using a voucher system.

OTHER HEALTH AND WELLBEING SERVICES

Child and Adolescent Development Unit 4784 6671

Blue Mountains Hospital, Woodlands Road,

Katoomba. Assessment services for 0-18 year olds with developmental delays and disorders. Also physiotherapy, nutritional dietetic service, workshops about feeding babies and toddlers and playgroups for children who have developmental delays. Provided for all families.

Blue Mountains Cancer Wellness Support

4784 2297 cancersupport.org.au

Provides support for local residents who have been diagnosed with cancer.

- **Subsidised Therapies:** Massage, Lymphoedema Management, Reflexology, Reiki, Acupuncture, Bowen Therapy, Naturopathy, Hypnotherapy, and Counselling.
- **Support Groups:** Held on a regular basis for clients and their carers. Each group is facilitated by a qualified practitioner, counsellor and/or registered nurse. All members are welcome to attend any Support Group. Includes Art Therapy, Yoga, Living & Thriving, Lymphoedema, Mediation, Qi Gong and more.

Blue Mountains Sexual Health and HIV Clinic 4784 6560 nbmlhd.health.nsw.gov.au/sexual-health

Blue Mountains Hospital, Great Western Hwy, Katoomba. Provides information, education, testing, treatment and counselling on HIV, sexually transmitted diseases & sexuality.

Blue Mountains PLWHA Luncheons
pinkmountains.com.au/community-organisations/plwha-blue-mountains
10 Station St, Katoomba. Provides weekly luncheons for a nominal cost offering a friendly, supportive, relaxed atmosphere for people living with and affected by HIV/AIDS and their carers, families and friends.

Health Care Complaints Commission (HCCC) 1800 043 159

For complaints about health services.

PHARMACIES

Some pharmacies in the Blue Mountains include:

Blaxland Day & Night Pharmacy
4739 1611

Blooms the Chemist (Springwood)
4751 1646

Blue Mountains Pharmacy (Katoomba)
4782 5450

Glenbrook Village Pharmacy 4739 1345
Greenwell & Thomas (Katoomba)
4782 1066

Hazelbrook Pharmacy 4758 6431

Lawson Pharmacy 4759 1055

Leura Pharmacy 4784 1386

Priceline Pharmacy (Springwood) 4751 1101

Terry White Chemmart (Winmalee) 4754 2718

Wentworth Falls Pharmacy 4757 1410

HOUSING AND ACCOMMODATION

These services assist people who are homeless, at risk of homelessness and offer early intervention supports. For more services see **Early Intervention and Homelessness Support Services** on page 15.

The Right Door

1800 760 071 (9am-5pm). Specialist Homelessness Services (SHS) can be accessed through the Right Door, a single entry point into Nepean and Blue mountains homelessness and support services.

Link2home 1800 152 152

A state wide information and referral service available 24/7.

West Connect 4732 2318 wcdvs.org.au

This service provides support and accommodation options for women, with or without children, who are homeless or at risk of homelessness escaping domestic and family violence.

Thrive Services (partner of Mission Australia) **4782 1555**. This service supports families with accompanying children (aged under 16 years) around tenancy and housing, including parents who are homeless or at risk of homelessness.

Platform Youth Services 4760 0800
platformys.org.au

Support Centres in Penrith, Katoomba, Springwood and outreach in the Hawkesbury (The Glue Factory). Supports young people aged 12 to 24 with a range of issues including accommodation, health and income support, access to education/training/employment, alcohol and other drugs support, mental health support, recreational resources, life skills, legal, general welfare support. Programs include: Early Intervention, Assertive

Outreach, Crisis Accommodation and Support and General Outreach Support.

LEGAL

Children's Legal Service (Youth Hotline) **1800 101 810**

The Children's Legal Service (CLS) of Legal Aid NSW advises and represents children and young people under 18 involved in criminal cases in the Children's Courts. They provide access to solicitors for young people at any stage of legal proceedings.

Elizabeth Evatt Community Legal Centre **4704 0207** eeclc.org.au

EECLC provides free legal information, community education, advice and representation services to people living in the Blue Mountains and Central Tablelands.

Legal Aid 1300 888 529 legalaids.nsw.gov.au Penrith Office: **4732 3077**
Legal Aid NSW provides help over the phone, legal advice, court support as well as information and resources.

Community Justice Centres (CJC)
1800 990 777 cjc.justice.nsw.gov.au
CJCs provide free mediation to help people solve disagreements (or resolve disputes) without going to court. They also provide other alternative dispute resolution services tailored to help people solve conflicts. Services are confidential, easy to use and voluntary.

Family Relationship Advice Line
1800 050 321 Confidential advice about the family law system for all people affected by family relationship or separation issues and difficulties.

Family Court of Australia 1300 352 000 **familycourt.gov.au**

The Family Court of Australia, through its specialist judges and staff, assists Australians to resolve their most complex legal family disputes. The website has an option to communicate with Court staff online.

LGBTI SUPPORT

Rainbow Parents rainbowfamilies.com.au/blue-mountains-social-group
The Blue Mountain Rainbow Parents social group is open to all LGBTIQ parents and their kids. The catch ups take place in different places throughout the Blue Mountains area and are a great place to meet other lesbian mums, gay dads and their children. Blue Mountains Rainbow Parents also have a Facebook group.

Blue Mountains Rainbow Babies & Kids Group 0421 784 253

QLife 1800 184 527 qlife.org.au
(3.00pm-12.00am, 7 days)

A nation-wide counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). QLife provides early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences. Services provided are free and anonymous.

Gay and Lesbian Legal Rights Service **1800 244 481** iclc.org.au

A project of the Inner City Legal Centre. Provides free Gay, Lesbian, Transgender and Intersex legal, employment and family law advice. Operates the "Safe Relationships Project" which provides court assistance and other support for people who are experiencing or escaping an abusive relationship.

Twenty10 Gay and Lesbian Counselling Service of NSW **8594 9555** twenty10.org.au

Sydney based service, providing a broad range of specialist services for young GBTIQA+ people, aged 12-25, including housing, mental health, counselling and social support.

PinkMountains pinkmountains.com.au

An online community information guide and pink pages business directory for Lesbian, Gay, Bisexual, Trans, and Intersex (LGBTI) people, their friends and supporters, living in or visiting the Blue Mountains.

Pink Mountains Youth

pinkmountains.com.au/pink-mountains-youth

Provides a relaxed, safe space for young LGBTQISSA+ people to be themselves, establish new friendships and peer support networks, and dissolve any sense of isolation that they may feel. Meetings at Katoomba Youth Centre and Springwood Youth Centre on 3rd Tuesday each month at 7pm-9pm (alternating venues).

ACON 1800 063 060

NSW based health promotion organisation specialising in HIV prevention, HIV support and LGBTI health.

Parents & Friends of Lesbians and Gays (PFLaG) Blue Mountains Group

4757 4864 pflagaaustralia.org.au

Info line: **9294 1002**

Organises support meetings and maintains resources to help keep families together by acceptance and greater knowledge.

The Three Sisters Social Group

8230 0889 threesisterssocial.asn.au

This group is open to gay, lesbian, bisexual, transgender, intersex, queer people and their friends and families. Arranges social events in the Blue Mountains. Members and visitors of all orientation are welcome.

Not So Straight notsostraight.com.au

A website to help young people find information and support about sex and sexuality.

Blue Mountains PLWHA Luncheons

pinkmountains.com.au/community-organisations/plwha-blue-mountains
10 Station St, Katoomba. Provides weekly luncheons for a nominal cost offering a

friendly, supportive, relaxed atmosphere for people living with and affected by HIV/AIDS and their carers, families and friends.

MENTAL HEALTH SERVICES

See also **Community Health Centres** (page 59), **Crisis Helplines** (page 7) and **Families with Disability** (page 38) or nbmlhd.health.nsw.gov.au/mental-health.

Please note some mental health services can now be accessed through the National Disability Insurance Scheme (NDIS).

Mental Health Access Line 1800 011 511

24-hour Mental Health telephone access service. First point of contact for the range of mental health services available. If in a life threatening situation please call **000** to receive immediate help.

The above Access Line is also the central intake line for **Child and Youth Mental Health Service (4725 9800)**. Level 1/606 High St Penrith. Provides a range of services in the local community to children, young people and their families where the child or young person has been identified as having a significant psychological, psychiatric or behaviour problem/s.

Community Mental Health

- **Katoomba** - 93 Waratah St **4782 2133**
- **Springwood** - 288-292 Macquarie Rd **4751 0100**
- **Lithgow** (Pottery Estate) 15-17 Hassan Street **6354 0600**

Suicide Call Back Service 1300 659 467
suicidecallbackservice.org.au

For people who are feeling suicidal, for their loved ones and for health professionals, the phone line operates 24/7 and the website offers video counselling.

Acute Inpatient Unit - Mental Health Centre 4734 2544

Level 2, Mental Health Centre, Nepean Hospital

Anxiety Disorders Clinic 4734 3404**Nepean Blue Mountains Primary Health Network 4708 8100**[nbmphn.com.au/Community/](http://nbmphn.com.au/Community/Programs-Services/Mental-Health.aspx)**Programs-Services/Mental-Health.aspx**

Provides a range of mental health services including:

- Psychological Therapy Services (ATAPS)
- Partners in Recovery
- Mental Health Nurse Program
- Online Mental Health Tool - mentalhealthhelp.com.au

Personal Helpers & Mentors Program**(PHaMs) 4720 9780 aftercare.com.au**

PHaMs provides opportunities for recovery for people whose lives are severely affected by mental illness. NDIS registered.

Belong Blue Mountains Katoomba**Neighbourhood Centre, The Vale St****Centre Program 4782 1286 kncinc.org.au**

A social and recreational program for adults living with and recovering from a mental health issue. This service provides opportunities and supports participants to form new friendships, develop skills and creativity and access practical advice and support to live well and stay healthy. NDIS registered.

One Door Mental Health 1800 843 539

Offers an inclusive community, NDIS services and advocacy support.

Mental Health Carers NSW 1800 655 198 mentalhealthcarersnsw.org

An advocacy, support and education service for mental health carers. Operates Carer Connections telephone service (a local mental health service referral helpline).

Flourish Australia flourishaustralia.org.au

Katoomba **9393 9344** Penrith **9393 9799**.

Offers a range of mental health support services individually and in group social settings. NDIS Registered.

Beyondblue 1300 224 636,

TTY **133 677** beyondblue.org.au

Beyondblue promotes good mental health, tackles stigma and discrimination, and provides support and information on anxiety, depression and suicide.

LikeMind Penrith 8880 8111

likemind.org.au/penrith

Provides services for adults with mental health concerns, as well as their families and carers. Access a range of community and health services in one location.

Child and Youth Mental Health Service

4725 9800

Central Intake Line: **1800 011 511**

Level 1, 606 High Street, Penrith
Assessment and therapy services for children and young people. Access by referral from a health practitioner.

Children of Parents with a Mental Illness**(COPMI) copmi.net.au**

Provides online information and resources to foster better mental health outcomes for children of parents with a mental illness.

CatholicCare Social Services 4751 4956

ccss.org.au. Free counselling for couples, individuals, children, post-separation support, cool kids anxiety support, sand tray therapy and recovery groups.

Headspace 4720 8800 headspace.org.au

606 High Street, Penrith. Headspace Penrith provides face-to-face information, support and services to young people aged 12 to 25 years. They help with mental health, general health, alcohol and other drug services, work support and have a specialised service for young people experiencing a first episode of psychosis.

Alcohol and Drug Information Service

Sydney 9361 8000 or 1800 422 599

(for country callers). Offers information, advice, referral, intake, assessment and support 24 hours a day.



Gambling Help 1800 858 858

gamblinghelponline.org.au

GROW 1800 558 268 grow.org.au

Blue Fringe Arts provides art and literature events to celebrate the creativity of people living with and recovering from a mental illness. The Poetry and Literature awards and exhibition are held in October to coincide with Mental Health Month. For more information contact Katoomba Neighbourhood Centre on **4782 1117** or Springwood Neighbourhood Centre on **4751 3033**.

MEN'S SUPPORT SERVICES

MensLine Australia 1300 789 978

Dads and Kids Play and Chat 4759 1462

Hazelwood Early Childhood Centre
10 Rosedale Avenue, Hazelbrook.
Saturdays 10.00am-11.30am school terms. Run by **Connect Child and Family Services**.

Blue Mountains Men's Sheds

mensshed.org

Men's Sheds activities vary but may offer woodwork, metalwork, leatherwork, use of computers, men's health information, TAFE outreach courses, support and advice for men and boys. Men's Sheds foster friendship, health, support and wellbeing.

- **Blackheath Area Men's Shed**

4787 5773

8 Bundarra Street, Blackheath
Tuesdays & Thursdays 9.00am-3.00pm.

- **Katoomba Men's Shed 4782 7433**

6 Orient St, Katoomba
Tuesdays-Fridays 9.00am-2.00pm.

- **Lower Mtns Men's Shed 4751 2663**

19 Calver Ave, Mt Riverview
Tuesdays 9.00am-1.30pm

Dads in Distress 1300 853 437.

1IN3 oneinthree.com.au

The 1IN3 website has a page comprehensively listing support services for males experiencing domestic and family violence.

WOMEN'S HEALTH AND WELLBEING SERVICES

See also **Domestic & Family Violence Services** on page 8.

Blue Mountains Women's Health and Resource Centre 4782 5133 bmwhrc.org
124 Lurline Street, Katoomba.

A community-based organisation providing free women's health clinics, counselling, acupuncture, massage therapy, information and referral. Also provides a wide range of women's groups and runs women's events throughout the year. Free library service and child-minding for women accessing services.

Young Women's Clinic

Thursdays 3.30pm - 5.30pm during school terms. Drop in, no appointment required to see a women's health doctor, nurse and/or counsellor for 25 years and under.

Pregnancy, Birth and Baby

pregnancybirthbaby.org.au

Pregnancy, Birth and Baby is a national Australian Government service providing support and information for expecting parents and parents of children, from birth to 5 years of age. Support is available seven days a week and expecting parents, new parents and parents of young children can choose to receive support by phone, by confidential video calls or online.

West Connect 4732 2318

wcdvs.org.au

This service provides support and accommodation options for women, with or without children, who are homeless or at risk of homelessness escaping domestic and family violence.

BCI Sunflower Breast Cancer Screening Clinic 13 20 50

breastscreen.nsw.gov.au

Free breast screening for women 40 years and over. Offered locally at:

- Katoomba Hospital

- Lithgow Hospital
- Penrith Westfield Shopping Centre

Dianella Cottage 4782 9265

Based in Katoomba, Dianella Cottage provides a group-based day program for women over 18 years with drug and alcohol issues. Also run an aftercare program, Making Choices, for men and women who are abstinent from substance use or have stable substance use who want support. Lithgow outreach available.

Perinatal Anxiety and Depression Australia (PANDA) National Helpline 1300 726 306

panda.org.au

The Helpline is for mothers concerned about themselves and/or their babies, and for any family member who may be concerned about someone they care about around perinatal anxiety and depression.

Penrith Women's Health Centre

4721 8749 penrithwomenshealthcentre.com Cnr Station & Henry Streets, Penrith
Community-based counselling, group activities, cultural diversity, massage, Well Women's Clinic, information and referral services for women.

Women's Domestic Violence Court Advocacy Program 1300 363 967

Lithgow and Katoomba Courts 6352 2052 / 0405 901 207

Penrith and Mount Drutt Courts 4731 5098

Provides assistance to women dealing with court proceedings in relation to relationship violence.



CHILDREN'S RECREATIONAL & FUN ACTIVITIES

Check out the Stronger Families calendar of low cost/free local school holiday activities available at strongerfamilies.net.au.

KIDsize Living Blue Mountains to Penrith bluemountainспенrith.kidsizeliving.com.au

An online activity and business guide for parents of children aged 0-16 years in the Blue Mountains, Hawkesbury and Penrith.

PARKS FOR CHILDREN

The following is a selection of parks around the Blue Mountains which are particularly suitable for children. For more information see: bmcc.nsw.gov.au/yourcommunity/parksandovals.

Glenbrook Park

Park Street, Glenbrook (wheelchair accessible). Small and medium play equipment centres, toilets, picnic areas, shelters, small bike loop and BBQ.

Warrimoo

Arthur Street Park, Arthur Street, Warrimoo (wheelchair accessible).

Valley Heights

Bike loop and playground.

Benoit Park, Cambridge Street, Valley Heights
Bike loop and play equipment.

Mount Victoria

Memorial Park, Station Street, Mount Victoria
Small and large play equipment centre, picnic settings, shelters, toilets, BBQ and tennis court.

Blackheath

Memorial Park, Prince Edward Street, Blackheath
Small and large play equipment centre,

picnic settings, shelters, toilets, BBQ and access to Blackheath Pool.

Jubilee Park, Leichhardt Street, Blackheath
Large play equipment centre, picnic settings, shelters and toilets.

Katoomba

Lilianfels Park, Lilianfels Avenue, Katoomba

Picnic settings, shelters, toilets, close to bushwalks and great views of the Jamieson Valley.

Katoomba Falls Reserve, Cliff Drive, Katoomba

Large play equipment centre, picnic areas, shelters, access to kiosk, toilets and BBQs.

Leura

Leura Cascades, Cliff Drive, Leura
Picnic settings, toilets, swings, access to Leura Cascades and lookouts.

Gordon Falls Reserve, Lone Pine Avenue, Leura. Small play equipment centre, picnic settings, shelters, BBQ and access to bushwalk tracks.

Bullaburra

Noble Street Park, Bullaburra
Large park with bike loop and play equipment.

Wentworth Falls

Wentworth Falls Lake, Sinclair Crescent, Wentworth Falls

Two large play equipment centres, toilets, picnic settings, jetty, ducks and geese, bike track.

Wilson Park, Falls Road, Wentworth Falls
Play equipment centre, toilets, picnic settings, shelters and close to Charles Darwin Walk.

Lawson

Wilson Park, Bernards Drive, Lawson
Play equipment centre, toilets, picnic settings, shelters and easy access to Lawson Pool.



Queens Oak Park, Cnr Honour Ave and Orient Street, Lawson
Play equipment, tap, and seat.

Hazelbrook

Golden Horizons Park, Blue Hills Road, Hazelbrook
Small and medium play equipment centres, unsheltered picnic settings and BBQ.

Gloria Park, Lester Road, Hazelbrook
Medium play equipment centre, toilets, unsheltered picnic settings, and sportsgrounds.

Blaxland

Thomas Park, Boorea Street, Blaxland East
Small and medium play equipment centres, BBQs, picnic areas and shelters.

Springwood

Else-Mitchell Reserve, Prince Street, Springwood
Medium play equipment centre, picnic area, shelters and BBQ.

Buttenshaw Park, Great Western Highway, Springwood: Large play equipment centre, benches, unsheltered picnic areas, BBQs, toilets and access to Springwood Pool.

Faulconbridge

Jackson Park, Sir Henrys Parade, Faulconbridge
Medium play equipment centre, shelters, toilets and access to short bushwalk tracks.

Woodford

Weroona Avenue Park, Weroona Avenue, Woodford: Play equipment, tennis court, taps, and unsheltered picnic tables.

Bulls Camp Reserve, Great Western Highway, Woodford: Open grassy area with small lake, toilets, picnic settings and shelters.

Yellow Rock

Yellow Rock Reserve, 22 Illingworth Road, Yellow Rock.

Please note: some Community and Neighbourhood Centres also have playgrounds on their premises which families can use. Examples include Winmalee Neighbourhood Centre and Mid Mountains Community Centre.

BIKE TRACKS FOR CHILDREN

Council facilitates a community development program aimed at getting children onto their bikes and making our roads safer for children, especially those biking to school.

- **Benoit Park**, 16-20 Cambridge St Valley Heights.
- **BMX Track**, Wilson Street, Lawson, at the end of Lawson Oval in Ferris Lane.
- **Churchill St Netball Courts**, Springwood Close to Aquatic Centre. Old tennis courts have been marked up as a bike loop.
- **Glenbrook Park**, 20-28 Park Street Glenbrook.
- **Lapstone Netball Courts**, Lapstone Older courts can be used by bike riders (unmarked).
- **Lennox Park**, Near Matthew Parade, Blaxland Bike loop installed.
- **Melrose Skate Park**, Albion St Katoomba
- **Old Catalina Racetrack**, Frank Walford Park, Katoomba 2 kilometre-long track with some steep sections.
- **Possum Park**, 18 Arthur Street, Warrimoo.
- **Wentworth Falls Lake**, Wentworth Falls Lake Park, Sinclair Crescent.
- **Yellow Rock Reserve**, 22 Illingworth Rd Yellow Rock.

SKATE PARKS

- **Blackheath Skate Park**, 208 Great Western Hwy, Neate Park, Blackheath. Small simple skate park.
- **Glenbrook Skate Park**, Glenbrook Oval, Hare St, Glenbrook. Larger, older style.
- **Katoomba Surf Club**, 14 Goldsmith Place, Katoomba. Large with diverse features, more suited to experienced skaters.
- **Melrose Junior Skate Park**, Melrose Park, 43 Albion St, Katoomba. Particularly suited to beginners and family groups. Two small bowls, perimetre bike/scooter track.
- **Smurf Park**, Bellevue Park 285A Great Western Hwy, Lawson. Basically one big bowl.
- **Winmalee Skate Park**, Summerhayes Park, Hawkesbury Rd, Winmalee. Street style.

NATURE ACTIVITIES AND BUSHWALKS FOR CHILDREN

The Blue Mountains city is located in a World Heritage National Park that is co-managed by Blue Mountains City Council and the National Parks and Wildlife Service. Spending time in nature and the bush is fun for children and provides a wide range of developmental benefits. When bush walking children should be closely supervised, particularly on bush walks not rated child friendly. See Bush Trackers Programs for child friendly bushwalks.

Bush Trackers: Bush Walks for Kids by Kids

A suite of child friendly bushwalk maps produced in collaboration with Blue Mountains children. Each map shows what

children say are the highlights of each walk. Maps can be downloaded from the website bushtrackers.com.au and can be purchased from National Parks and Wildlife Offices.

Bushwalks Graded Easy

The following walks do not yet have a Bush Trackers Program map (see above) but have been endorsed as child friendly. As a general guide pre-schoolers can manage easy graded walks with assistance. For a list of medium graded walks that will be more challenging for 8-12 year olds go to: bluemts.com.au/info/thingstodo/bushwalks.

Selected Easy/Medium Bushwalks

visitsw.com/destinations/blue-mountains/bushwalking

Glenbrook/Warrimoo

Knapsack Gully Viaduct: Approx 2 km return. Time to walk: 1 hour

Lapstone Zig Zag/Knapsack Gully Viaduct: Approx 3 km return. Time to walk: 1 hour

Leura

Gordon Falls to Leura: Length: 2km one way. Time to walk: 1 hour

Leura Cascades to Bridal Veil Falls: Approx 1 km return. Time to walk: 1 hour

Sublime Point Look Out: Approx 0.5km return. Time to walk: 30mins

Katoomba

Three Sisters Walk: Approx 1km return. Time to walk: 30mins

Katoomba Falls Cliff View Lookout: Approx 1 km circuit. Time to walk: 1 hour

Blackheath

Fairfax Heritage Track: Approx 3km return. Time to walk: 1 hour

Mount Wilson

Cathedral of Ferns: Approx 0.5km return. Time to walk: 30mins

Blue Mountains City Council nature programs 4780 5000

Council runs a number of programs for children that connect children to the outdoors, nature, sustainability and the bush. Programs include Connect with nature programs, Bioblitz, Bush Care and Connecting kids and communities to creeks and catchments and Citizen Science programs. Call Council for more information.

National Parks & Wildlife Offices

nationalparks.nsw.gov.au

Provide products, information and programs about bushwalks and the eco-system within the Blue Mountains National Park.

- **Glenbrook**
Bruce Rd, Glenbrook **4720 6200**
- **Blackheath**
Govetts Leap Rd, Blackheath **4787 8877**
- **Oberon**
28 Ross St, Oberon **6336 1972**

Blue Mountains Botanic Garden

Bells Line Of Road, Mount Tomah
4567 3000

bluemountainsbotanicgarden.com.au

Featuring cool-climate gardens from across the globe and fun activities for children & families including Jungle Walk & Gondwana Walk.

LIBRARY AND CULTURAL SERVICES

Libraries

Blue Mountains City Libraries run various activities for children during school terms, such as art classes, baby time and story times. Libraries also run school holiday programs with low-cost activities.

The Council libraries offer resources to cover all reading levels from babies to young adults. CDs, DVDs, talking books, free internet access (bookings required)

and large print books also available. Contact the Community Information Librarian on **4723 5043**, or call your local library for more information and to find out what's on.

For more information on activities for children, call the **Children's and Youth Services Librarian** on **4723 5036**.

library.bmcc.nsw.gov.au

- **Blackheath 4780 5901**
Community Hall, Great Western Highway, Blackheath
Mondays and Thursdays: 10.00am-2.00pm, Tuesdays and Fridays 1.00pm-5.00pm, Saturdays 9.00am-12 noon.
- **Blaxland 4723 5904**
Community Centre, 33 Hope Street, Blaxland
Mondays-Fridays 10.00am-5.30pm, Saturdays 9.00am-4.00pm
- **Katoomba 4780 5750**
Blue Mountains Cultural Centre, Parke Street, Katoomba
Mondays-Fridays 10.00am-5.00pm, Saturdays 10.00am-4.00pm, Sundays 12.00-4.00pm
- **Lawson 4723 5903**
Corner San Jose Ave and Loftus Street, Lawson
Mondays and Tuesdays 1.00pm-5.00pm, Wednesdays-Fridays 10.00am-5.00pm, Saturdays 9.00-12.00 noon
- **Springwood 4723 5040**
104 Macquarie Road, Springwood
Mondays-Fridays 10.00am-5.30pm, Saturdays 9.00am-4.00pm
- **Wentworth Falls 4780 5902**
Wentworth Falls School of Arts, Great Western Highway, Wentworth Falls
Mondays and Thursdays 1.00pm-5.00pm, Tuesdays and Fridays 10.00am-2.00pm, Saturdays 9.00am-12 noon

Blue Mountains Cultural Centre

4780 5410

bluemountainculturalcentre.com.au

30 Parke St, Katoomba

Mondays-Fridays, 10am-5pm

Saturdays and Sundays, 10am-4pm

Public Holidays, 10am-2pm (closed Good Friday and Christmas Day)

The Blue Mountains Cultural Centre offers the Blue Mountains City Art Gallery, World Heritage interactive exhibition, Gallery Shop, family friendly Café and a range of art programs for children. The Centre is a family friendly space and welcomes informal parent groups and breast feeding mothers. The Cultural Centre is co-located with the Katoomba Library.

Blue Mountains Theatre and Community Hub 4723 5050

bluemountainstheatre.com

104-108 Macquarie Road, Springwood

Mondays-Fridays 9.30am-5.30pm,

Saturdays 9.30am-4pm.

Closed Public Holidays.

Blue Mountains Theatre & Community Hub is a dynamic cultural and community precinct, adjacent to Springwood Branch Library and Braemar Gallery. The theatre's diverse program of performing arts includes family-friendly and children's events, such as dance, children's films during school holidays, musical performances and theatre. Check website for upcoming events. Baby change facilities and free parking available.

Pinerolo, the Children's Book Cottage

4787 8492

116 Shipley Road, Blackheath

Open by appointment. Groups welcome.

Look, listen and learn about children's picture books. Large collection of original artwork from some of Australia's most famous picture books. **pinero.com.au**.



SWIMMING POOLS AND RECREATION

All pools offer family passes and concessions, learn to swim programs and picnic areas, and can cater for birthday parties. bmleisurecentres.com.au.

Blackheath Pool 4787 8018

Prince Edward Street, Blackheath
Open summer months only. Unheated 25m pool, toddler pool, leisure pool.

Glenbrook Swim Centre 4739 5880

Corner Wascoe and Fletcher Streets, Glenbrook. Open year round.
Heated 50m pool, program pool, toddler pool, playground, indoor enclosure for winter months.

Katoomba Sports and Aquatic Centre 4780 5156

Catalina Avenue, Katoomba
Open every day except Christmas Day and Good Friday
Indoor heated 25m pool, toddler pool,

spa, sauna, outdoor heated 50m pool and program pool. Tumbling and trampolining, fitness centre, Kids Kingdom play centre, child-minding, indoor sports courts, group fitness classes and personal training.

Lawson Swim Centre 4759 1458

Wilson Park, St Bernards Drive, Lawson
Open October to April
Heated 50m pool, program pool, toddler pool, and playground.

Springwood Aquatic and Fitness Centre

4723 5111 Plateau Road, Springwood
Open every day except Christmas Day and Good Friday.

Indoor heated 25m pool, pool with ramp access, leisure pool with children's beach area, water slide, turbo pool, spa, sauna, steam room, fitness centre, group fitness classes, personalised exercise programs, child-minding and fitness accessories shop.

Recreational Programs for Children and Child-minding

Springwood Aquatic and Fitness Centre 4723 5111 Mondays-Fridays 9.15am-10.30am and Mondays only 10.30am-11.45am. For users of Centre facilities only.

Kids Kingdom Indoor Play Centre

4780 5156 Katoomba Sports and Aquatic Centre, Catalina Avenue, Katoomba. Three storey indoor play centre with dedicated toddlers' area.

Learn to Swim

Learn to swim classes are available weekly during school terms and every weekday (excluding public holidays) during school holidays.

Glenbrook Swim Centre 4739 5880

Springwood Aquatic and Fitness Centre 4723 5111

Lawson Swim Centre 4759 1458

Katoomba Sports and Aquatic Centre 4780 5156

Tumbling and Trampolining

Springwood Aquatic and Fitness Centre 4723 5111

Katoomba Sports and Aquatic Centre 4780 5156

Tumbling and trampolining classes for children aged 2 years up. Aimed at developing gross motor skills.

Community Buildings Hire 4780 5000

Blue Mountains City Council maintains and provides community buildings throughout the Mountains which can be hired by local groups or individuals.

MOVIE THEATRES

United Cinemas - The Edge 4782 8900

unitedcinemas.com.au

225 Great Western Highway, Katoomba

Glenbrook Cinema 4739 4433

glenbrookcinema.com.au

Corner Ross Street and Great Western Highway, Glenbrook

Hoyts 4749 5600 hoyts.com.au

Westfield Shopping Centre, corner Riley and Jane Streets, Penrith

Mount Vic Flicks 4787 1577

mountvicflicks.com.au

2A Harley Avenue, Mount Victoria

See also Blue Mountains Theatre and Community Hub on page 72.



INDEX OF TELEPHONE NUMBERS, USEFUL WEBSITES AND GUIDES

Information correct at time of publication.

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Ability Links (Sydney Regional Aboriginal Corporation)**4721 1536**
 Ability Links (SSI)**9685 0293**
 Ability Links (Uniting).....**8830 0768**
 Aboriginal & Torres Strait
 Islander Oral Health Clinic**4784 6712**
 Aboriginal Culture and
 Resource Centre.....**4782 6569**
 Aboriginal Legal Service**8836 3400**
 Aboriginal Liaison
 Officer (Health) ...**6350 2750/4759 8700**
 Aboriginal Housing Office ...**1800 727 555**
 AbSec Carer Support Line....**1800 888 698**
 AFFORD.....**1300 233 673**
 Alasan Cottage Preschool**4739 1008**

B

Barnardos Penrith Family Centre**4729 1211**
 Belong Blue Mountains
 - Katoomba4782 1117
 - Mid Mountains4759 2592
 - Lower Mountains4739 1164
 Blackheath Area
 Neighbourhood Centre.....**4787 7770**
 Blackheath Public School**4787 8253**
 Blackheath Kookaburra
 Kindergarten.....**4787 8977**
 Blackheath Pool**4787 8018**
 Blaxland East Public School**4739 1579**
 Blaxland Preschool Kindergarten**4739 2086**
 Blaxland Public School.....**4739 2817**
 Blue Gum Montessori
 Preschool**4787 5075**
 Blue Mountains Aboriginal Healthy for Life
 Program**9836 7300**
 Blue Mountains City Council (BMCC)

Lower Mountains Office**4723 5000**
 Upper Mountains Office**4780 5000**
 Blue Mountains Cultural Centre **4780 5410**
 Blue Mountains Family Day Care
 Scheme**4780 5280**
 Blue Mountains Food Services ..**4759 2811**
 Blue Mountains Grammar School**4757 9000**
 Blue Mountains Grammar
 Preparatory School**4751 1266**
 Blue Mountains Hospital.....**4784 6500**
 Blue Mountains Occasional
 Child Care Service**0412 932 801**
 Blue Mountains Sexual Health
 & HIV Clinic.....**4784 6560**
 Blue Mountains Steiner School/
 Wattleglow Preschool**4758 6044**
 Blue Mountains Tenancy Advice and
 Advocacy Service**4704 0201**
 Blue Mountains Theatre and
 Community Hub**4723 5050**
 Blue Mountains Women's Health
 and Resource Centre**4782 5133**
 Blacktown Youth College,
 Lawson Campus.....**4759 1012**
 BOOSH Kids .. **4787 7150** or **0438 099 006**
 Break Thru People Solutions .**1800 767 212**
 Bright Horizons Australia
 Childcare.....**4782 5195**
 Brighter Futures Program.....**4723 9273**
 Bunya Child Care Centre**4754 3065**
 Bush Babies Child Care**4753 6822**

C

Camp Australia**1300 105 343**
 Carinya Neighbourhood
 Children's Centre**4751 4473**
 CatholicCare Social Services**4751 4956**
 Cherry Blossom Early
 Learning Centre**4784 2472**

Child and Adolescent Development Unit**4784 6671**
 Child and Youth Mental Health Service**4725 9800**
 Child and Family Development Officer (BMCC) ...**4780 5462**
 Children's House Montessori...**4751 5991**
 Community Buildings Hire (BMCC).....**4780 5000**
 Community Health Centres
 Springwood.....**4751 0100**
 Lawson**4759 8700**
 Katoomba.....**4782 2133**
 Lithgow.....**6350 2750**
 Connect Child & Family Services **4758 9966**

D

Dare Disability Support**4751 5266**
 Darug Custodian Aboriginal Corporation**0415 770 163**
 Darug Tribal Aboriginal Corporation **9622 4081**
 Dental Service (Blue Mtns Dental Health Clinic)..... **4784 6655**
 Deerubbin Local Aboriginal Land Council**4724 5600**
 Dianella Cottage**4782 9265**

E

Elizabeth Evatt Community Legal Centre**4704 0207**
 Ellison Public School**4751 5099**
 EMPOWERability**4577 2150**
 Euroka Children's Centre.....**4739 3688**

F

FACS NSW Community Service Centres
 Blue Mountains**4752 2600**
 Penrith **4722 7300**

Family Day Care**4780 5280**
 Family Planning NSW, Penrith Clinic..... **4749 0500**
 Family Relationship Centre, Penrith..... **1300 364 277**
 Faulconbridge Public School... **4751 2208**
 Fisill Before and After School Care..... **0404 637 402**
 Fusion Blue Mountains**0490 970 208**

G

Gateway Family Services..... **4720 6500**
 or **1300 316 746**
 Gilgai Aboriginal Centre**9832 3825**
 Glenbrook Preschool Kindergarten**4739 1531**
 Glenbrook Public School.....**4739 1288**
 Glenbrook Swim Centre**4739 5880**
 Glue Factory, The**4782 4436**
 Great Community Transport**4722 3083**
 Greater Western Aboriginal Health Service.....**9836 7300**
 Greenwood Katoomba**4782 4997**
 Greystanes Disability Services...**4784 1118**
 Gundungurra Aboriginal Heritage Association Incorporated**4757 3223**
 Gundungurra Tribal Council Aboriginal Corporation**4782 6848**

H

Hazelbrook Public School**4758 6120**
 Hazelwood Early Childhood Centre**4758 7382**
 Headspace Penrith**4720 8800**
 Heatherbrae**4759 1462**
 Housing NSW Penrith**4721 6422**

I

Indigenous Disability Advocacy Service.....**4722 3524**

Intellectual Disability
Rights Service **1800 666 611**

K

Katoomba Children's Cottage... **4782 2156**
Katoomba/Leura Preschool **4782 1639**
Katoomba Neighbourhood Centre..... **4782 1117**
Katoomba North Public School . **4782 2743**
Katoomba Out of
School Hours Care..... **4782 2533**
Katoomba Public School..... **4782 1226**
Katoomba Sports and
Aquatic Centre **4780 5156**
Katoomba Youth Centre **1300 006 978**
Kids with Courage **4751 3951**
Kindlehill School **4757 4402**
Korowal School **4758 7466**
KU Bilya Gulyangarri Preschool. **4782 5847**
KU Faulconbridge Children's
Centre (KU Head Office) **4751 9059**

L

Lapstone Out of School Hours Care ... **4739 0410**
Lapstone Preschool **4739 2606**
Lapstone Public School **4739 2208**
Lavanderia Nappy Care **1300 853 309**
Lawson Community Preschool. **4759 1776**
Lawson Public School **4759 1196**
Lawson Swim Centre **4759 1458**
Leura Child Care Centre..... **4784 1691**
Leura Public School..... **4784 1251**
Lifestart **1800 953 390**
Link Up NSW . **9421 4700** or **1800 624 332**
Little Miracles Long Day Care ... **4739 0990**
Little Munchkins Preschool
and Day Care **4751 1569**

Little Smarts Children's Services **4739 8828**
Little Sprouts Steiner Playgroup **4758 6044**
Little Superstars Early
Learning Centre **4739 9466**
Lizzards Preschool and
Long Day Care..... **4754 4320**
Lower Mountains Adolescent
and Family Counselling Service **4754 5411**
Lower Mountains
Neighbourhood Centre..... **4739 1164**

M

Megalong Public School **4787 9159**
Men's Sheds
Blackheath **4787 5773**
Katoomba..... **4782 7433**
Lower Mountains..... **4751 2663**
Mid Mountains Neighbourhood
Centre **4759 2592**
Mid Mountains Out of School
Hours Service **4758 8751**
Mikayla Children's Centre..... **4782 4220**
Mount Riverview Public School **4739 2180**
Mount Victoria Public School ... **4787 1255**
Mountains Christian College ... **4787 8645**
Mountains Mobile Minds **4758 6833**
Mountains Outreach
Community Services (MOCS)..... **4758 6811**
Mountains Youth Services Team
(MYST) **1300 006 978**
Multicultural Problem Gambling
Service for NSW **1800 856 800**
Multiple Birth Association
Nepean **1300 886 499**

N

Nepean Area Disabilities Organisation
(NADO) **9623 9855** or **1300 738 229**

Nepean Blue Mountains Oral
Health Service **4784 6655**
Nepean Community & Neighbourhood
Services **4706 0299**
Nepean Hospital **4734 2000**
Nepean Multicultural Access **9833 2416**
Nepean Private Hospital **4732 7333**
Noiseworks OOSH Inc. **4739 8039**
Northcott **1800 818 286**
NSW Service for the Treatment
& Rehabilitation for Torture &
Trauma Survivors (STARTTS) **9646 6700**

O

Our Lady of the Nativity
Primary School **4753 2200**

P

Parenting Young **4758 6811**
PATH Inc **4721 0866**
Penrith Disability Resource
Centre **4732 2363**
Penrith Women's Health Centre **4721 8749**
Pinnaroo OSHC Care **4754 1543**
Pinerolo, the Children's
Book Cottage **4787 8492**
Platform Youth
Services **4782 4436/4751 1611**
Possum Early Childhood Centre **4758 9977**
Possum's Patch Mt Victoria **4787 1202**

R

Rainbow Preschool **4754 4910**

S

Salvation Army **4782 9251**
SCOOSH Blaxland **0474 632 983**
Settlement Services
International **8799 6700**

St Canice's Primary School **4780 6800**
St Finbar's Primary School **4724 3600**
St Thomas Aquinas
Primary School **4723 3800**
Springwood and District
Preschool Kindergarten **4751 3360**
Springwood Aquatic and Fitness
Centre **4723 5111**
Springwood Children's Centre .. **4751 4642**
Springwood Neighbourhood
Centre **4751 3033**
Springwood Public School **4751 1333**
Sydney Region Aboriginal Corporation,
Indigenous Disability Advocacy
Service **4722 3524**
Sylvanvale Foundation **1300 244 577**

T

Tanderra Out of School Hours
Care **4751 5215**
Thrive Services (Blue Mountains Family
Support Service Inc) **4782 1555**
Transcultural
Mental Health Centre **1800 648 911**
Tresillian (Kingswood) **4734 2124**

U

Uniting **1800 864 846**
Uniting Kids Care Early Learning
Springwood **4751 9314**
Upper Mountains Adolescent & Family
Counselling Service **1300 006 978**

W

Wangary Aboriginal Home
Care **1300 797 606**
Warrimoo Public School **4753 6182**
Wattleglow Early Learning **4758 6044**

Wentworth Community Housing -
Katoomba and Penrith**4777 8000**

Wentworth Falls OSHC/
Mooridani Bambini**0420 975 761**

Wentworth Falls Preschool
Kindergarten**4757 1044**

Wentworth Falls Public School..**4757 1604**

Wesley Western Youth**4723 9277**

Wesley Counselling Service**4723 9217**

WestConnect.....**4732 2318**

Western Sydney Family Referral
Service.....**1300 403 373**

Winmalee Community Preschool**4754 1737**

Winmalee Neighbourhood
Centre**4754 4050**

Winmalee Public School**4754 1574**

Wycliffe Christian School.....**4753 6422**

Y

YFoundations**8306 7900**

PHONE INFORMATION AND SUPPORT LINES

Australian Breastfeeding
Association.....**1800 686 268**

Beyondblue**1300 224 636**

Blue Mountains City Council

- Lower Mountains**4723 5000**
- Upper Mountains**4780 5000**

Brain Injury Australia.....**1800 272 461**

Breastfeeding Helpline**1800 686 268**

Carer Gateway.....**1800 422 737**

Carers NSW Carer Line**1800 242 636**

Centrelink (Family Assistance)**136 150**

Centrelink Indigenous
Call Centre**1800 136 380**

Child Abuse Prevention
Service.....**9716 8000**

Child Protection Helpline **13 21 11**
..... or TTY **9633 7698**

Child Support**131 272**

Children & Young People with Disability
Australia (CYDA).....**1800 222 660**

Children's Legal
Service Hotline**1800 101 810**

Community Health Intake
Number**1800 222 608**

Create Foundation**1800 655 105**

Credit and Debt Hotline**1800 007 007**

Dads in Distress**1300 853 437**

Disability Advocacy NSW**1300 365 085**

Domestic Violence Line.....**1800 656 463**

Domestic Violence Legal
Contact Line.....**1800 810 784**

Family Advocacy NSW.....**1800 620 588**

Family Assistance Line.....**136 150**
or TTY **1800 810 586**

Family Relationship Advice Line
.....**1800 050 321** or TTY **1800 555 677**

Family Drug Support**1300 368 186**

Gambling Help**1800 858 858**

GROW (Mental Health).....**1800 558 268**

Health Care Interpreter Service..**9912 3800**

Healthdirect.....**1800 022 222**

HIV Info Line**1800 451 600**

Human Rights & Equal
Opportunity Commission....**1300 656 419**

Karitane Careline (parenting) **1800 227 464**

Kids Help Line**1800 551 800**

Legal Aid NSW**1300 888 529**
TTY **1300 889 529**

Lifeline Counselling Service..... **131 114**

Link2home**1800 152 152**

Medicare.....**132 011**

Men's Line Australia..... **1300 789 978**



Mental Health Access Line ...	1800 011 511	Pregnancy, Birth and Baby Helpline	1800 882 436
Mental Health Carers NSW ...	1800 655 198	QLife		1800 184 527
MotherSafe (Drug information for pregnancy/breastfeeding)	1800 647 848	Quitline (Support to stop smoking)...		137 848
Multicultural Disability Advocacy Association (MDAA)	1800 629 072	Resourcing Inclusive Communities		1800 774 764
My Choice Matters	1800 144 653	Salvation Army Hotline		137 258
My Forever Family	1300 782 975	St Vincent De Paul		1800 606 724 577
MyTime	1800 889 997	SANE (Mental Health)		1800 187 263
National Disability Insurance Scheme (NDIS)	1800 800 110	Sexual Health Info Link		1800 451 624
National Relay Service (NRS)	1800 555 660 or TTY 1800 555 630	Suicide Call Back Service		1300 659 467
NSW Ombudsman	1800 451 524	Tenants Advice Line		1800 251 101
Open Adoption Hotline	1800 003 227	The Right Door		1800 760 071
Parent Line	1300 130 052	Translating & Interpreting Service (TIS)		131 450
Perinatal Anxiety & Depression Australia (PANDA)	1300 726 306	Tresillian Parents' Helpline		1300 272 736
Playgroups NSW	1800 171 882	YFoundations		8306 7900
Poisons Information Centre	131 126	1800 Respect		1800 737 732

USEFUL WEBSITES

Aboriginal

Aboriginal Blue Mountains:
aboriginalbluemountains.com.au
Aboriginal Housing Office: **aho.nsw.gov.au**
Aboriginal Legal Service: **alsnswact.org.au**
Link Up: **linkupnsw.org.au**

Child Protection

Bravehearts: **bravehearts.org.au**
Family & Community Services (FACS)
Child Protection Services: **facs.nsw.gov.au/providers/children-families/child-protection-services**
Mandatory Reporting Guide – ChildStory Reporter: **reporter.childstory.nsw.gov.au/s**

Culturally & Linguistically Diverse (CALD)

Blue Mountains Refugee Support Group: **bmrsg.org.au**
Translating & Interpreting Service: **tisnational.gov.au**
NSW Multicultural Health Communication Service: **mhcs.health.nsw.gov.au**
Nepean Multicultural Access: **nma.org.au**
Settlement Services International: **ssi.org.au**
NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors: **startts.org.au**

Disability

Ability Links (Linking ages 7-64): **abilitylinksnsw.org.au**
ACTION for People with Disability: **actionadvocacy.org.au**
AFFORD: **afford.com.au**
Assistive Technology Australia: **at-aust.org**
Autism Spectrum Australia: **autismspectrum.org.au**
Barnardos – Penrith Children's Family Centre: **barnardos.org.au/our-centres/penrith**
Brain Injury Australia: **braininjuryaustralia.org.au**

Cerebral Palsy Alliance: **cerebralpalsy.org.au**
Companion Card: **nswcompanioncard.nsw.gov.au**
Deaf Society: **deafsociety.org.au**
Down Syndrome NSW: **downsyndromenew.org.au**
Enable NSW: **enable.health.nsw.gov.au**
Epilepsy Action Australia: **epilepsy.org.au**
My Choice Matters: **mychoicematters.org.au**
National Relay Service: **relayservice.gov.au**
Penrith Disabilities Resource Centre: **pdr.org.au**
Spinal Cord Injuries Australia: **scia.org.au**
Synapse NSW: **synapse.org.au**
TAD NSW: **tad.org.au**
Vision Australia: **visionaustralia.org**

Domestic & Family Violence

1800 RESPECT: **1800respect.org.au**
1IN3: **oneinthree.com.au**

Education

Australian Association of Special Education: **aase.edu.au**
Blue Mountains Home Education Network: **bmhen.org**
Learning Difficulties Coalition Parent Helpline: **ldc.org.au**
NSW Department of Education: **education.nsw.gov.au**
Specific Learning Difficulties (SPELD) NSW: **speldnsw.org.au**
Transition to School Resource website: **ecia.org.au/Transition-to-School**

Family and Carer Support

Carers NSW NDIS Information: **carersnsw.org.au/ndis**
Carer Gateway: **carergateway.gov.au**
Carers (FACS): **facs.nsw.gov.au/about/inclusion/carers**
Connect Child and Family Services: **connectcfs.org.au**
Connecting Carers NSW: **connectingcarersnsw.com.au**

Family Advocacy Resources:
family-advocacy.com/resources
Family Drug Support: fds.org.au
Gateway Family Services:
gatewayfamilyservices.org.au
Lifestart Nepean: [lifestart.org.au/about/
lifestart-regions/nepean-blue-mountains](http://lifestart.org.au/about/lifestart-regions/nepean-blue-mountains)
Mountains Outreach Community Services:
mocs.org.au
My Forever Family myforeverfamily.org.au
Rainbow Parents: [rainbowfamilies.com.
au/blue-mountains-social-group](http://rainbowfamilies.com.au/blue-mountains-social-group)
Resourcing Parents:
resourcingparents.nsw.gov.au
Stronger Families Alliance
strongerfamilies.net.au
Thrive Services: thriveservices.org.au
Western Sydney Family Referral Service:
[familyreferralservice.com.au/find-a-frs-
near-you/western-sydney-frs](http://familyreferralservice.com.au/find-a-frs-near-you/western-sydney-frs)

Getting Out & About

Blue Mountains Bushwalks: [bluemts.com.
au/info/thingstodo/bushwalks](http://bluemts.com.au/info/thingstodo/bushwalks)
Bush Trackers: bushtrackers.com.au
KIDsize Blue Mountains to Penrith:
bluemountainспенrith.kidsizeliving.com.au
Master Locksmith Access Key (MLAK):
masterlocksmiths.com.au/mlak.php
National Public Toilet Map: toiletmap.gov.au
NSW Companion Card:
nswcompanioncard.org.au
Transport Info Line: transportnsw.info

Government

Blue Mountains City Council: [bmcc.nsw.
gov.au](http://bmcc.nsw.gov.au)
NSW Government: nsw.gov.au
Australian Commonwealth Government:
australia.gov.au
For information on Child Care Services:
mychild.gov.au or startingblocks.gov.au

Health

Health Care Complaints Commission:
hccc.nsw.gov.au
healthdirect: healthdirect.gov.au

Sydney Children's Hospital Network: [schn.
health.nsw.gov.au](http://schn.health.nsw.gov.au)

Housing & Accommodation

Housing NSW: facs.nsw.gov.au/housing
Wentworth Community Housing:
wentworth.org.au
Shelter NSW: shelternsw.org.au

Legal

Elizabeth Evatt Community Legal Centre:
eeclc.org.au
Law Access Online: lawaccess.nsw.gov.au
Legal Aid NSW: legalaid.nsw.gov.au

LGBTQIA

Not So Straight: notsostraight.com.au
Pink Mountains: pinkmountains.com.au
(including Pink Mountains Youth)
QLife: qlife.org.au
Twenty10: twenty10.org.au

Mental Health

Alcohol and Drug Foundation information:
adf.org.au
Beyondblue: beyondblue.org.au
Black Dog Institute: [blackdoginstitute.
org.au](http://blackdoginstitute.org.au)
Children of Parents with a Mental Illness
(COPMI): copmi.net.au
Gambling Help: gamblinghelp.nsw.gov.au
GROW: grow.org.au
Headspace: headspace.org.au
Kids Matter: kidsmatter.edu.au
Suicide Call Back Service:
suicidecallbackservice.org.au

National Disability Insurance Scheme (NDIS):

NDIS Australia: ndis.gov.au
NDIS NSW: ndis.nsw.gov.au
Carers NSW NDIS Information: [carersnsw.
org.au/ndis](http://carersnsw.org.au/ndis)
Every Australian Counts:
everyaustraliancounts.com.au
My Choice Matters: [mychoicematters.org.
au/resources/ndis](http://mychoicematters.org.au/resources/ndis)

Neighbourhood Centres

Belong Blue Mountains:

- Katoomba (KNC): kncinc.org.au
- Lower Blue Mountains: lmnc.org.au
- Mid Mountains: mmnc.org.au

Blackheath Area (BANC): banc.org.au

Springwood: sncc.org.au

Winmalee:

winmaleeneighbourhoodcentre.com.au

Pregnancy, Birth & Babies

Australian Breastfeeding Association:

bluemountainsaba.com

Blue Mountains Homebirth Group:

bluemountainshomebirth.websyte.com.au

Karitane: karitane.com.au

International Lactation Consultant

Association (ILCA): ilca.org/home

Playgroup NSW: playgroupnsw.org.au

Pregnancy, Birth and Baby:

pregnancybirthbaby.org.au

Tresillian: tresillian.org.au

Youth

Blue Mountains Youth Council: bmcc.nsw.gov.au/community/youth-council

Livewire: livewire.org.au

Mountains of Help website: bmcc.nsw.gov.au/community/mountains-of-help

Mountains Youth Services Team: myst.com.au

Reach: reach.org.au

USEFUL GUIDES

For copies of these other useful guides produced by Blue Mountains City Council, contact Council on **4780 5000** or visit Council's website - bmcc.nsw.gov.au.

- *A Guide to Community Care Services for older people, people with disabilities and their carers in the Blue Mountains*
- *Aboriginal Blue Mountains - Aboriginal people, services, culture and heritage in the Blue Mountains*

- *Bicycles for Mountains Kids!*
- *Blue Mountains Directory of Multicultural Services and Resources* (Produced by Mountains Community Resource Network in partnership with BMCC - online only)
- *Blue Mountains Transport Guide - Current transport options for Blue Mountains residents*
- *Community Directory - Information about community groups and services, including accommodation, education, environment and conservation, health and transport* (online only)
- *Cycling in the Blue Mountains - Bicycle route map and general cycling information for the Blue Mountains*
- *Domestic Squallor and Hoarding Information Package - A Guide to assist residents with identifying and dealing with domestic squallor/hoarding in the Blue Mountains*
- *Mountains of Help - A directory and advice about support services for young people in the Blue Mountains*
- *Resourceful Living - A resource for people living with or recovering from mental health issues and their carers* (produced by Mountains Community Resource Network)
- *Resource Recovery Guide - A guide to waste and recycling in the Blue Mountains*
- *Staying Physically Active - A directory of services and activities for older people*

For more information on services and facilities available visit the Blue Mountains City Council website or contact the Community Development Officer - Child and Family on **4780 5462**.



STRONGER FAMILIES ALLIANCE

www.strongerfamilies.net.au

For information and resources to support your family including:

- Free low cost school holiday activities
- Mountains of Help directory and support for young people
- A Guide to Services in the Blue Mountains for families and lots more



Like us on

Facebook /strongerfamiliesalliance



A GUIDE TO SERVICES AND ACTIVITIES FOR FAMILIES 2019

Information in this guide was updated from July to August 2018 and to the best of our knowledge was correct at the time of printing.

If you would like additional information and/or services included in this guide for future editions please contact Blue Mountains City Council's Child & Family Development Officer on 4780 5462.



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