



Pat Conroy MP

Shortland Community Services Directory

Welcome!

I am pleased to be able to bring you to my Shortland Directory - a handy guide to services in our community.

There are many valuable services available, so I have put together this Booklet to bring together essential services in our electorate in one handy place and I hope you find this information useful.

If you know of a service which would be useful to add to the Directory please let me know. I also have a range of information kits for families, seniors, young people and businesses available from my office.

As always, I'm available to support you with any issues or concerns, so please don't hesitate to contact my team if I can be of any assistance.

- Phone me on [\(02\) 4947 9546](tel:0249479546)
- Email me at pat.conroy.mp@aph.gov.au
- Or visit our office in business hours at **1A/571 Pacific Hwy, Belmont NSW 2280.**



Pat Conroy MP Federal Member for Shortland

IMPORTANT

Contact details, hours and services change frequently. Always verify directly with service providers before visiting or referring clients. Inclusion does not constitute endorsement. Please notify Pat Conroy's office of any errors so this directory can be kept current.

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1. EMERGENCY & CRISIS SERVICES

In a life-threatening emergency, always call 000. The services below provide 24/7 or after-hours crisis support.

Emergency & Crisis Lines

Emergency - Police, Fire, Ambulance

| | |
|-------------------------|----------------------------------|
| Phone | 000 |
| Hours | 24/7 |
| Notes / Services | All life-threatening emergencies |

Police Assistance Line (non-emergency)

| | |
|-------------------------|--|
| Phone | 131 444 |
| Website | www.police.nsw.gov.au |
| Hours | 24/7 |
| Notes / Services | Non-urgent police matters |

Crimestoppers

| | |
|--------------|--------------|
| Phone | 1800 333 000 |
|--------------|--------------|

Lake Macquarie Police District – Belmont

| | |
|----------------|--|
| Address | 2–6 Herbert St, Belmont NSW 2280 |
| Phone | 02 4922 8799 |
| Website | www.police.nsw.gov.au |
| Hours | 8.00am–4:30pm |

Tuggerah Lakes Police District

Wyong Police Station

| | |
|----------------|--|
| Address | 22 Hely Street, Wyong NSW 2259 |
| Phone | 02 4356 6099 |
| Website | www.police.nsw.gov.au |
| Hours | 24 Hours |

Toukley Police Station

| | |
|----------------|--|
| Address | 271/273 Main Rd, Toukley NSW 2263 |
| Phone | 02 4390 1299 |
| Website | www.police.nsw.gov.au |
| Hours | 24 Hours |

The Entrance Police Station

| | |
|----------------|--|
| Address | 14 Dening St, The Entrance NSW 2261 |
| Phone | 02 4333 2999 |
| Website | www.police.nsw.gov.au |
| Hours | 24 Hours |

NSW Mental Health Line

| | |
|-------------------------|--|
| Phone | 1800 011 511 |
| Website | www.health.nsw.gov.au/mentalhealth |
| Hours | 24/7 free call |
| Notes / Services | Professional help, advice & referral to local mental health services |

Lifeline

| | |
|-------------------------|--|
| Phone | 13 11 14 |
| Website | www.lifeline.org.au |
| Hours | 24/7 |
| Notes / Services | Crisis support and suicide prevention. Text: 0477 13 11 14 |

Beyond Blue

| | |
|-------------------------|--|
| Phone | 1300 22 4636 |
| Website | www.beyondblue.org.au |
| Hours | 24/7 |
| Notes / Services | Anxiety, depression and mental health support |

Kids Helpline

| | |
|-------------------------|--|
| Phone | 1800 551 800 |
| Website | www.kidshelpline.com.au |
| Hours | 24/7 |
| Notes / Services | Free counselling for children and young people 5–25 years |

1800RESPECT

| | |
|-------------------------|--|
| Phone | 1800 737 732 |
| Website | www.1800respect.org.au |
| Hours | 24/7 |
| Notes / Services | Domestic, family and sexual violence counselling and referral |

Suicide Call Back Service

| | |
|-------------------------|--|
| Phone | 1300 659 467 |
| Website | www.suicidecallbackservice.org.au |
| Hours | 24/7 |
| Notes / Services | Free counselling for people at risk of suicide and their carers |

2. HEALTH SERVICES

Hospitals

Belmont Hospital (Public)

| | |
|-------------------------|---|
| Address | 16 Croudace Bay Rd, Belmont NSW 2280 |
| Phone | 02 4923 2000 |
| Website | www.nsw.gov.au – Belmont Hospital service directory |
| Hours | Emergency 24/7; outpatient clinics by referral |
| Notes / Services | Emergency dept, general medicine, surgery, stroke, coronary care, drug & alcohol unit (Lakeview), obstetrics, rehabilitation, geriatric assessment, radiology, pathology. No mental health inpatient - refer to Mater Hospital. |

John Hunter Hospital (Public)

| | |
|-------------------------|---|
| Address | Lookout Road, New Lambton Heights NSW 2305 |
| Phone | 02 4921 3000 |
| Website | www.nsw.gov.au – John Hunter Hospital service directory |
| Hours | Emergency 24/7; outpatient clinics by referral |
| Notes / Services | Major trauma centre. Virtual care (telehealth) available. Referrals required. |

Calvary Mater Newcastle (Public)

| | |
|----------------|--|
| Address | Edith St, Waratah NSW 2298 |
| Phone | 02 4921 1211 |
| Website | www.calvarycare.org.au |
| Hours | Emergency 24/7; outpatient clinics by referral |

| | |
|-------------------------|--|
| Notes / Services | 24/7 Emergency Department, ICU, palliative care, acute adult mental health unit. |
|-------------------------|--|

Urgent Care Clinics

For non-life-threatening illnesses and injuries requiring same-day medical attention. Most operate 7 days a week with extended hours.

Charlestown Medicare Urgent Care Clinic

| | |
|----------------|--|
| Address | 316 Charlestown Rd, Charlestown NSW 2290 |
| Phone | 02 4915 1245 |
| Website | www.urgentcarenetworkaustralia.com.au – Charlestown |
| Hours | 8.00am–10.00pm daily |

Lake Haven Urgent Care Clinic

| | |
|----------------|--|
| Address | Shop 127, Lake Haven Shopping Centre, Lake Haven NSW 2263 |
| Phone | 02 4393 0033 |
| Website | www.coastallakesmedicalpractice.com.au/urgent-care-clinic |
| Hours | Monday to Friday: 8.00am–10.00pm (phones from 8:30am–5.00pm); Saturday and Sunday: 9.00am–7.00pm |

After-Hours Health Care

1800MEDICARE

| | |
|-------------------------|---|
| Phone | 1800 633 422 |
| Website | www.1800medicare.gov.au |
| Hours | 24/7 |
| Notes / Services | Free nationwide health advice helpline. Registered nurses assess symptoms and direct you to appropriate care - self-care, GP, pharmacy, or Medicare Urgent Care Clinic. |

GP Access After Hours – Belmont Clinic

| | |
|-------------------------|--|
| Address | 16 Croudace Bay Rd, Belmont NSW 2280 (at Belmont Hospital) |
| Phone | 1300 130 147 |
| Website | hunterprimarycare.com.au/gp-access-after-hours |
| Hours | Monday to Friday: 6.00pm–10.00pm; Saturday and Sunday: 8.00am–10.00pm |
| Notes / Services | Bulk billing available with conditions. No appointment needed. Run by Hunter Primary Care. |

GP After Hours Phone Advice

| | |
|-------------------------|--|
| Phone | 02 4926 0500 |
| Website | hunterprimarycare.com.au/gp-access-after-hours |
| Hours | Weeknights: 5:30pm–8:00am next day; Saturday: 12.00pm–8:00am Monday; Public Holidays: 24 hours |
| Notes / Services | Telephone advice; directs to nearest after-hours clinic. |

healthdirect - Health Advice Line

| | |
|-------------------------|--|
| Phone | 1800 022 222 |
| Website | www.healthdirect.gov.au |
| Hours | 24/7 free call |
| Notes / Services | Registered nurses provide free health advice around the clock. |

Community Health

Hunter New England LHD – Community Health

| | |
|----------------|--------------------------------|
| Address | Lake Macquarie / Hunter region |
| Phone | 1300 300 100 |

| | |
|-------------------------|---|
| Website | www.hnehealth.nsw.gov.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Community nursing, allied health and chronic disease management programs. |

ConnectAbility Australia – Disability & Allied Health

| | |
|-------------------------|--|
| Address | Lake Macquarie |
| Phone | 02 4962 1000 |
| Email | contact@connectabilityaus.org.au |
| Website | www.connectability.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Specialised disability support services. NDIS registered provider. |

Alcohol & Other Drugs Intake (Hunter New England LHD)

| | |
|-------------------------|--|
| Phone | 1800 809 423 |
| Website | www.hnehealth.nsw.gov.au |
| Hours | 24/7 free call |
| Notes / Services | Enquiries or to make an appointment for AOD assessment and treatment services. |

Mental Health Carers NSW

| | |
|-------------------------|---|
| Phone | 1800 888 070 |
| Website | www.mentalhealthcarersnsw.org |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Support and information for carers of people with a mental illness. |

Awabakal Medical Service

| | |
|-------------------------|---|
| Address | 52 Pendlebury Rd, Cardiff, NSW 2285 |
| Phone | 1800 888 070 |
| Website | www.mentalhealthcarersnsw.org |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | General health and wellbeing as well as specialist services e.g.: Podiatrist, Cardiologist, etc. Early Learning & Education. Pre- and post-natal pregnancy care, immunisations. Mental Health with a team made up of Psychologists, Psychiatrist, Peer Navigators, Family Wellbeing Workers. Help with Housing, Dental Service and Aged Care Service. |

3. COMMUNITY SUPPORT & NEIGHBOURHOOD CENTRES

Local hubs providing information, referral, programs and social connection.

Neighbourhood & Community Centres

Belmont Neighbourhood Centre

| | |
|-------------------------|---|
| Address | 359 Pacific Hwy, Belmont North NSW 2280 |
| Phone | 02 4947 0031 |
| Email | info@bnc.asn.au |
| Website | www.bnc.asn.au |
| Hours | Monday to Friday: 9.00am–3.00pm |
| Notes / Services | Men's Shed, Habitat in Harmony Community Garden, PlayStation Toy Library, hall hire, counselling, parenting programs, children's and teen groups, OzHarvest (Wednesday and Friday), NILS no-interest loans, Justice of the Peace, exercise classes, book exchange, Lifeline face-to-face counselling (Mondays). |

Swansea Community Cottage

| | |
|-------------------------|---|
| Address | 228–234 Pacific Hwy, Swansea NSW 2281 |
| Phone | 02 4971 1229 |
| Email | manager@swanseacc.com.au |
| Website | www.swanseacommunitycottage.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Information & referral, emergency relief vouchers, EAPA utility vouchers (St Vincents Wednesdays - pre-arrange), OzHarvest & food hampers, tax help, Justice of the Peace, art/craft classes, family playgroup (0–6 yrs), youth drop-in, OOSH & vacation care, Women in Recovery, Landcare support. |

Eastlakes Family Support Service (EFSS)

| | |
|-------------------------|---|
| Address | 14 Hickory Rd, Gateshead NSW 2290 |
| Phone | 02 4943 9255 |
| Website | www.efss.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Free, confidential counselling and parenting strategies for families with dependent children. Also, financial counselling and DV support. |

CALM – Community Activities Lake Macquarie

| | |
|-------------------------|---|
| Address | 1/6 Leo Lewis Close, Toronto NSW 2283 |
| Phone | 02 4950 3888 |
| Email | admin@calm.org.au; Family: calmfamilysupport@calm.org.au; Youth: youthsupport@calm.org.au |
| Website | www.calm.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Family support, school chaplaincy, wellbeing programs and youth services across Lake Macquarie. |

The Place Charlestown

| | |
|-------------------------|---|
| Address | Cnr Frederick & Pearson St, Charlestown NSW 2290 |
| Phone | 02 4032 5500 |
| Website | https://www.theplacecharlestown.org.au/ |
| Hours | See venue |
| Notes / Services | Community hub providing programs, activities and room hire for all ages. |

Men's Sheds

Social connection, practical activities and projects for men. Affiliated with the Australian Men's Shed Association.

Swansea & District Community Men's Shed

| | |
|----------------|--|
| Address | Swansea area |
| Phone | 02 4032 5500 |
| Website | www.mensshed.org.au |

Belmont Men's Shed (at Belmont Neighbourhood Centre)

| | |
|----------------|--|
| Address | 359 Pacific Hwy, Belmont North NSW 2280 |
| Phone | 02 4947 0031 |
| Email | info@bnc.asn.au |
| Website | www.bnc.asn.au |

Cardiff/Edgeworth Men's Shed

| | |
|----------------|---|
| Address | Units 8 & 9/17 Aluminium Cl, Edgeworth NSW 2285 |
| Phone | 0491 151 902 |
| Email | info@cdms-nsw.org |
| Website | http://cdms-nsw.org/ |
| Hours | Tuesday and Thursdays 9.00am–3:30 pm |

Manno Men's Shed

| | |
|----------------|--|
| Address | Warwick Avenue, Mannering Park, Central Coast Council Mannering Park, New South Wales 2259 |
| Phone | 0415 138 337 |

| | |
|----------------|---|
| Website | https://mensshed.org/sheds/manno-mens-shed/ |
|----------------|---|

Redhead Men's Shed

| | |
|----------------|--|
| Address | 1 Geraldton Drive Redhead, NSW 2290 |
| Phone | 02 4942 6973 |
| Website | www.redheadmensshed.com.au |

San Remo Men's Shed

| | |
|----------------|---|
| Address | 28 Brava Avenue San Remo, NSW 2262 |
| Phone | 02 4390 0070 |
| Website | https://mensshed.org/sheds/san-remo-community-mens-shed/ |

Windale Men's Shed

| | |
|----------------|--|
| Address | 2C Lake Street, Windale, NSW 2306 |
| Phone | 02 4948 5830 |
| Email | windaleshed@gmail.com |
| Website | www.windalemensshed.org.au |

4. FOOD, EMERGENCY RELIEF & MATERIAL AID

Food assistance, emergency vouchers and material support for residents in need.

Food & Emergency Relief

Belmont Neighbourhood Centre – OzHarvest & Emergency Relief

| | |
|-------------------------|---|
| Address | 359 Pacific Hwy, Belmont North NSW 2280 |
| Phone | 02 4947 0031 |
| Email | info@bnc.asn.au |
| Website | www.bnc.asn.au |
| Hours | OzHarvest: Wednesday and Friday (call 9.00am–11.00am for Friday food pack bookings) |
| Notes / Services | OzHarvest food rescue packages. Emergency relief referrals. NILS no-interest loans. |

Swansea Community Cottage – OzHarvest & Food Hampers

| | |
|-------------------------|--|
| Address | 228–234 Pacific Hwy, Swansea NSW 2281 |
| Phone | 02 4971 1229 |
| Email | manager@swanseacc.com.au |
| Website | www.swanseacommunitycottage.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | OzHarvest food rescue and food hampers. EAPA energy assistance vouchers via St Vincents (Wednesdays, pre-arranged). Emergency relief vouchers. |

Survivors R Us

| | |
|-------------------------|--|
| Address | 57 Pendlebury Rd, Cardiff NSW 2285 |
| Phone | 02 4953 7108 |
| Website | sru.org.au |
| Hours | Monday to Friday: 9.00am–4.00pm; Saturday: 9.00am–12.00pm; Sunday: Closed |
| Notes / Services | Not-for-profit supporting victims of domestic violence, homelessness and unemployment. Free professional counselling, crisis support, discount food warehouse, op-shop, community gardens and regular free meals for anyone facing hardship. |

Eastlakes Salvation Army

| | |
|-------------------------|---|
| Address | 360 Pacific Hwy, Belmont North NSW 2280 |
| Phone | 02 4945 1912 |
| Website | www.salvationarmy.org.au/eastlakes |
| Hours | Monday to Wednesday: 9.00am–2:30pm; Thursday to Saturday: Closed; Sunday: 9.00am–11:30am |
| Notes / Services | Free community pantry, affordable community café, on-site social worker, children's play area, referral services, energy and bill relief support. |

Gateway Community

| | |
|-------------------------|--|
| Address | Cnr Lakeview Pde & Karoburra St, Pelican NSW 2281 |
| Phone | 0408 951 155 |
| Website | www.gatewaycarehunter.au |
| Hours | Tuesday: 11.00am–4.00pm; Wednesday: 1.00pm–4.00pm |
| Notes / Services | Free food including fresh bread, fruit and vegetables. |

PCYC Lake St Windale

| | |
|-------------------------|---|
| Hours | Monday: 12.00pm free lunch; Monday to Friday 10.00am – SecondBite food program; Monday and Wednesday 2.00pm – OzHarvest food hampers (gold coin donation) |
| Notes / Services | SecondBite distributes rescued food to charities providing food relief as hampers, pre-prepared meals and community pantries. |

Our Community Place

| | |
|-------------------------|---|
| Address | 2B Lake St, Windale NSW 2306 |
| Phone | 02 4062 0338 |
| Hours | Monday – contact for collection time |
| Notes / Services | Free Food Share Hampers. Registration required. |

Merrigum Centre / Merrigum Friendship Centre

| | |
|-------------------------|--|
| Address | Cnr Merrigum St & Balemo Cres, Windale |
| Phone | 0492 429 749 / 02 4945 0575 |
| Website | elm-anglican.au |
| Hours | Wednesday: 9.00am–12.00pm (OzHarvest food); Wednesday mornings: 9.00am–11.00am (Friendship Centre) |
| Notes / Services | OzHarvest food rescue. Friendship Centre offers coffee and chat run by church volunteers. Emergency food relief available. |

BaptistCare HopeStreet

| | |
|----------------|---|
| Address | Shop 1, 24 South St, Windale NSW 2306 |
| Phone | 02 4032 4810 |
| Website | baptistcare.org.au/hopastreet/locations/windale |
| Hours | Monday to Friday: 9:30am–2.00pm |

| | |
|-------------------------|--|
| Notes / Services | Low-cost food shop including SecondBite. Foodbank items on Wednesday only. Casework support: 4032 4810. Chaplaincy: 0466 340 023. Community space. |
|-------------------------|--|

Manna House, Macquarie Care

| | |
|-------------------------|---|
| Address | Cnr Macquarie & Wentworth Rds, Cardiff NSW 2285 |
| Phone | 02 4954 3930 |
| Hours | Thursday: 2.00pm |
| Notes / Services | \$5 food hampers. |

Drive Thru Food Pantry – Hope For The City

| | |
|-------------------------|---|
| Address | 290 Hillsborough Rd, Warners Bay NSW 2282 |
| Phone | 02 4947 8781 |
| Website | hopeforthecity.org.au |
| Hours | First Wednesday of the month: 5.00pm–6.00pm |
| Notes / Services | Monthly food hamper collection. Essential items for families facing financial difficulty. Entirely free; open to anyone who self-identifies as being in need. Limit 1 registration per household. |

San Remo / Northern Lakes Neighbourhood Centre

| | |
|-------------------------|---|
| Address | 1 Colongra Bay Road, Lake Munmorah NSW 2259 |
| Phone | 02 4390 7888 / 02 4393 3764 |
| Website | hopeuc.com/au/mealsofhope |
| Hours | 9:30am–1.00pm |
| Notes / Services | Emergency Relief Vouchers. Meals of Hope campus in Charmhaven offering meals and grocery hampers to families facing financial hardship. |

Southlakes Incorporated – Lake Munmorah

| | |
|-------------------------|--|
| Address | 1 Colongra Bay Road, Lake Munmorah NSW 2259 |
| Phone | 1300 934 483 |
| Website | southlakesinc.org |
| Hours | Contact directly to organise a hamper. |
| Notes / Services | Low-cost food parcels and toiletries for individuals and families experiencing disadvantage. |

Southlakes Incorporated – Gwandalan

| | |
|-------------------------|---|
| Address | Gwandalan NSW 2259 |
| Phone | 1300 934 483 |
| Website | southlakesinc.org |
| Hours | Contact directly to organise a hamper. |
| Notes / Services | Home delivery service providing low-cost food parcels for individuals and families experiencing disadvantage. |

East Lake Macquarie Anglican – Op Shops

| | |
|-------------------------|--|
| Address | Merrigum Centre (Windale Church Hall) Tuesday, Wednesday and Saturday mornings Elma’s Op Shop Belmont – Shop 1/550 Pacific Hwy, Belmont (next to Lowes). Open 9.00am – 3.00pm weekdays and 9.00am – 12.00pm Saturdays |
| Website | www.elm-anglican.au |
| Hours | See individual shops |
| Notes / Services | Two op shops - low-cost clothing and household goods for the community. |

Salvation Army – Lake Macquarie

| | |
|-------------------------|--|
| Phone | 1300 371 288 |
| Website | www.salvationarmy.org.au |
| Hours | See local centre |
| Notes / Services | Emergency relief, food hampers, financial assistance, Doorways program. Locate nearest centre via website. |

Foodbank NSW & ACT

| | |
|-------------------------|--|
| Phone | 02 9756 3099 |
| Website | www.foodbank.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Connects individuals through local charities and food banks. Use the website to find your nearest food pantry. |

Free Community Cafe – Northern Lakes

| | |
|-------------------------|--------------------------------|
| Phone | 1800 466 046 |
| Hours | Once a month – check for dates |
| Notes / Services | Free community café event. |

Oasis Centre Wyong

| | |
|-------------------------|---------------------------------|
| Phone | 02 4353 9799 |
| Hours | Monday to Friday: 8.00am–4.00pm |
| Notes / Services | Shower and laundry facilities. |

University of Newcastle

| | |
|-------------------------|--|
| Address | University of Newcastle Students Association, Callaghan Campus |
| Phone | 02 4921 6006 |
| Hours | Monday to Friday: 9.00am; Fridays: Free Food |
| Notes / Services | UNSA Free Pantry and Discounted Groceries. |

5. CHILDREN, YOUTH & FAMILY SERVICES

Family Support & Domestic Violence

Eastlakes Family Support Service (EFSSS)

| | |
|-------------------------|--|
| Address | 14 Hickory Rd, Gateshead NSW 2290 |
| Phone | 02 4943 9255 |
| Website | www.efss.org.au |
| Hours | Monday to Friday: 9am–5pm |
| Notes / Services | Free services for families with dependent children: parenting programs, individual counselling, financial counselling, DV support. Fully confidential. |

Family Support Newcastle

| | |
|-------------------------|--|
| Address | 2 High St, Waratah NSW 2298 |
| Phone | 02 4926 3577 |
| Website | https://nfss.org.au/ |
| Hours | Monday to Friday: 9.00am – 4.00pm |
| Notes / Services | Safe accommodation for women and children experiencing domestic violence. Case management and housing support. |

Eastlakes Women's & Children's Refuge

| | |
|-------------------------|--|
| Address | Lake Macquarie (confidential location) |
| Phone | 02 4950 8328 |
| Hours | 24/7 crisis line: 1800 65 64 63 |
| Notes / Services | Safe accommodation for women and children experiencing domestic violence. Case management and housing support. |

CALM – Family Services

| | |
|-------------------------|--|
| Address | 1/6 Leo Lewis Close, Toronto NSW 2283 |
| Phone | 02 4950 3855 |
| Email | calmfamilysupport@calm.org.au |
| Website | www.calm.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Family support, early intervention and parenting programs across Lake Macquarie. |

HIPPY Eastlakes (JobQuest)

| | |
|-------------------------|--|
| Address | East Lake Macquarie area |
| Website | www.lakemac.com.au – HIPPY Eastlakes directory |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Home Interaction Program for Parents and Youngsters. For children turning 4 in Windale, Gateshead, Mt Hutton, Tingira Heights, Charlestown, Belmont and surrounds. |

Swansea and Caves Beach Vacation Care

| | |
|-------------------------|---|
| Address | Park Avenue, Caves Beach NSW 2281 |
| Phone | 02 4971 1229 |
| Email | manager@swanseacc.com.au |
| Website | www.swanseacommunitycottage.org.au |
| Hours | School holidays |
| Notes / Services | Vacation care program run by Swansea Community Cottage. |

Youth Services

Eastlakes Youth Centre (Swansea Cottage)

| | |
|-------------------------|--|
| Address | 228–234 Pacific Hwy, Swansea NSW 2281 |
| Phone | 02 4971 1229 |
| Email | manager@swanseacc.com.au |
| Website | www.swanseacommunitycottage.org.au |
| Hours | See centre |
| Notes / Services | Drop-in youth service for young people in the area. |

CALM – Youth Services

| | |
|-------------------------|---|
| Address | 1/6 Leo Lewis Close, Toronto NSW 2283 |
| Phone | 02 4950 3811 |
| Email | youthsupport@calm.org.au |
| Website | www.calm.org.au/youth |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Youth development officers, community events. Priority for West Lake Macquarie but broad reach. |

PCYC Lake Macquarie

| | |
|-------------------------|--|
| Address | 2b Lake St, Windale NSW 2306 |
| Website | www.pyc.org.au |
| Hours | Monday to Friday: 9.00am – 7.00pm |
| Notes / Services | Police Citizens Youth Club. Activities for all ages, mentoring, at-risk youth support, holiday programs. |

Links Youth Services

| | |
|-------------------------|----------------------------------|
| Address | 28 Brava Ave, San Remo NSW 2262 |
| Phone | 02 4391 7888 |
| Notes / Services | Youth services in San Remo area. |

Phoenix Youth Support Service

| | |
|-------------------------|---|
| Address | Gravity Youth Centre, Lakehaven Shopping Centre |
| Phone | 02 4393 9555 |
| Notes / Services | Youth support services. |

MCT future ready

| | |
|-------------------------|--|
| Address | Level 2, 240 - 244 Pacific Hwy, Charlestown NSW 2290 |
| Phone | 1300 232 663 |
| Email | info@mtcfutureready.org.au |
| Website | https://www.mtcfutureready.org.au/locations/charlestown/ |
| Hours | Monday-Friday: 8.30am-4.30pm |
| Notes / Services | Improve your English language, reading, writing, numeracy, and digital skills through the Skills for Education & Employment Program. |

Indie College and School

| | |
|----------------|---|
| Address | 528 Hunter St Newcastle, NSW |
| Website | https://indieschool.edu.au/campus/newcastle/ |
| Phone | 1300 232 663 |
| Email | info@mtcfutureready.org.au |

| | |
|-------------------------|---|
| Notes / Services | Indie College (and the associated Indie School) in Newcastle provides flexible, alternative education and nationally accredited General Education for Adults programs |
|-------------------------|---|

6. AGED CARE SERVICES

Support for older residents of east Lake Macquarie including assessment, home care, day programs and residential options.

Government Gateway & Assessment

My Aged Care (Federal Government)

| | |
|-------------------------|---|
| Phone | 1800 200 422 |
| Website | www.myagedcare.gov.au |
| Hours | Monday to Friday: 8.00am–8.00pm; Saturday: 10.00am–2.00pm |
| Notes / Services | Start here for all aged care services. Assessment, referral, service finder and care plan management. |

Carer Gateway

| | |
|-------------------------|--|
| Phone | 1800 422 737 |
| Website | www.carergateway.gov.au |
| Hours | Monday to Friday: 8.00am–5.00pm |
| Notes / Services | Practical information, resources and support for carers. |

Aged Care Quality & Safety Commission

| | |
|-------------------------|--|
| Phone | 1800 951 822 |
| Website | www.agedcarequality.gov.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Complaints, feedback and information about aged care quality. |

Local Residential and In-Home Care

Anglican Care – Residential and Home Care

| | |
|-------------------------|---|
| Address | 87 Toronto Rd, Booragul NSW 2284 (HQ) |
| Phone | 1800 733 553 |
| Email | accareenquiry@anglicancare.com.au |
| Website | www.anglicancare.com.au |
| Hours | Monday to Friday: 8:30am–4:30pm (facility direct after hours) |
| Notes / Services | Not-for-profit. Residential aged care, retirement living, day therapy centres and home care (HomeLife) across Hunter/Central Coast. Facilities in Booragul, Toronto, Merewether and Belmont area. |

Lake Macquarie Support Services Inc

| | |
|-------------------------|--|
| Address | 30 Josephson Street, Swansea NSW 2281 |
| Phone | 02 4972 1318 |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Person-centred aged care and disability in-home support. Promotes choice and independence. |

Belmont Hospital – Geriatric Assessment & Nursing Home Unit

| | |
|-------------------------|---|
| Address | 16 Croudace Bay Rd, Belmont NSW 2280 |
| Phone | 02 4923 2000 |
| Website | www.nsw.gov.au – Belmont Hospital service directory |
| Hours | By referral |
| Notes / Services | Inpatient geriatric assessment (ACAT referral via My Aged Care) and nursing home care unit. |

7. DISABILITY SERVICES

NDIS and community disability supports.

NDIS & Support Services

NDIS (National Disability Insurance Scheme)

| | |
|-------------------------|---|
| Phone | 1800 800 110 |
| Website | www.ndis.gov.au |
| Hours | Monday to Friday: 8.00am–7.00pm |
| Notes / Services | Access NDIS, manage plans, find and connect with service providers. |

ConnectAbility Australia

| | |
|-------------------------|---|
| Address | Lake Macquarie / Hunter region |
| Phone | 02 4962 1000 |
| Email | contact@connectabilityaus.org.au |
| Website | www.connectability.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | NDIS registered disability support. Independent living, community access, support coordination. |

Lake Macquarie Support Services Inc

| | |
|-------------------------|---|
| Address | 30 Josephson St, Swansea NSW 2281 |
| Phone | 02 4972 1318 |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Person-centred in-home disability and aged care support. NDIS participants welcome. |

Disability Gateway (Federal)

| | |
|-------------------------|--|
| Phone | 1800 643 787 |
| Website | www.disabilitygateway.gov.au |
| Hours | Monday to Friday: 8.00am–8.00pm; Saturday: 9.00am–7.00pm |
| Notes / Services | Information, referral and connections to disability services nationally. |

Belmont Hospital – Rehabilitation Unit

| | |
|-------------------------|---|
| Address | 16 Croudace Bay Rd, Belmont NSW 2280 |
| Phone | 02 4923 2000 |
| Website | www.nsw.gov.au – Belmont Hospital service directory |
| Hours | By GP or hospital referral |
| Notes / Services | Allied health and rehabilitation services - physiotherapy, OT, speech pathology, social work. |

8. HOUSING & HOMELESSNESS

Support for those experiencing or at risk of homelessness in Lake Macquarie.

Housing Support & Crisis Accommodation

Link2Home

| | |
|-------------------------|--|
| Phone | 1800 152 152 |
| Website | www.facs.nsw.gov.au – Link2Home housing |
| Hours | 24/7 free call |
| Notes / Services | NSW Government homelessness information, referral and emergency accommodation service. |

Centrelink / Services Australia – Housing Payments

| | |
|-------------------------|---|
| Phone | 132 850 |
| Website | www.servicesaustralia.gov.au |
| Hours | Monday to Friday: 8.00am–5.00pm |
| Notes / Services | Rent Assistance, Crisis Payment, Advance Payments and other housing-related Centrelink support. |

DCJ (Dept of Communities & Justice) – Social Housing

| | |
|-------------------------|--|
| Phone | 1800 422 322 |
| Website | www.dcj.nsw.gov.au |
| Hours | Monday to Friday: 9.00am–5.00pm; Child Protection Helpline: 132 111 (24/7) |
| Notes / Services | Social housing applications. Child protection support. Housing appeals. |

Eastlakes Women's & Children's Refuge

| | |
|-------------------------|--|
| Address | Lake Macquarie (confidential location) |
| Phone | 02 4950 8328 |
| Hours | 24/7 refuge line: 1800 65 64 63 |
| Notes / Services | Crisis accommodation for women and children escaping domestic/family violence. |

Salvation Army Doorways – Housing Support

| | |
|-------------------------|--|
| Phone | 1300 371 288 |
| Website | www.salvationarmy.org.au/need-help/housing |
| Hours | See local centre |
| Notes / Services | Emergency housing assistance and support for those at risk of homelessness. |

9. FINANCIAL ASSISTANCE & LEGAL AID

Help with financial hardship, no-interest loans, energy assistance and legal advice.

Financial Support

Swansea Community Cottage – Tax Help

| | |
|-------------------------|--|
| Address | 228–234 Pacific Hwy, Swansea NSW 2281 |
| Phone | 02 4971 1229 |
| Email | manager@swanseacc.com.au |
| Website | www.swanseacommunitycottage.org.au |
| Hours | Tax season: July to October |
| Notes / Services | Free ATO Tax Help for eligible low-income residents - call centre for appointment. |

Belmont Neighbourhood Centre – NILS No Interest Loans

| | |
|-------------------------|--|
| Address | 359 Pacific Hwy, Belmont North NSW 2280 |
| Phone | 02 4947 0031 |
| Email | info@bnc.asn.au |
| Website | www.bnc.asn.au |
| Hours | Monday to Friday: 9.00am–3.00pm |
| Notes / Services | Hunter Region No Interest Loan Scheme (HRNILS) - interest-free loans up to \$2,000 for essential items for low-income residents of Lake Macquarie. |

EFSS – Financial Counselling

| | |
|-------------------------|--|
| Address | 14 Hickory Rd, Gateshead NSW 2290 |
| Phone | 02 4943 9255 |
| Website | www.efss.org.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Free financial counselling for families with dependent children in Lake Macquarie. |

National Debt Helpline

| | |
|-------------------------|---|
| Phone | 1800 007 007 |
| Website | www.ndh.org.au |
| Hours | Monday to Friday: 9:30am–4:30pm |
| Notes / Services | Free, independent financial counselling. Speak to a professional about debt and hardship. |

EAPA – Energy Accounts Payment Assistance

| | |
|-------------------------|--|
| Address | Via Swansea Community Cottage & other local centres |
| Phone | 02 4971 1229 |
| Email | manager@swanseacc.com.au |
| Website | www.energy.nsw.gov.au – EAPA scheme |
| Hours | Wednesdays (pre-arranged at Swansea Community Cottage) |
| Notes / Services | Energy vouchers for eligible households in hardship. Book in advance. |

NILS – No Interest Loan Scheme (National)

| | |
|-------------------------|---|
| Phone | 13 64 57 |
| Website | www.nils.com.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Interest-free loans up to \$2,000 for essential items and \$3,000 for vehicle repairs for eligible individuals. |

Services Australia – Financial Crisis Support

| | |
|-------------------------|--|
| Phone | 132 850 |
| Website | www.servicesaustralia.gov.au |
| Hours | Monday to Friday: 8.00am–5.00pm |
| Notes / Services | Crisis Payment, Advance Payments, concession cards, emergency relief payments. |

Legal Aid

University of Newcastle Legal Centre

| | |
|-------------------------|---|
| Address | Level 5, NUspace, 409 Hunter St, Newcastle |
| Phone | 02 4921 8666 |
| Website | https://www.newcastle.edu.au/engage/school-and-community-programs/clinics/legal-centre – free legal clinic |
| Hours | Wednesdays: 9.00am–12.00pm |
| Notes / Services | Free legal advice clinics to members of the public throughout the University year. Also runs a specialist Older Persons Legal Clinic. |

Central Coast Community Legal Centre

| | |
|-------------------------|---|
| Address | 31 Alison Rd, Wyong NSW 2259 |
| Phone | 02 4353 4988 |
| Website | https://centralcoastclc.org.au/ |
| Hours | Monday to Friday: 10.00am–12:30pm and 1:30pm–4.00pm |
| Notes / Services | Free legal help and support for all people on the NSW Central Coast. |

Hunter Community Legal Centre

| | |
|-------------------------|---|
| Address | 19 Queen St, Cooks Hill NSW 2300 |
| Phone | 02 4040 9120 |
| Website | hunterclc.org.au |
| Hours | Monday: 10.00am–12.00pm; Wednesday: 2.00pm–4.00pm; Friday: 10.00am–12.00pm |
| Notes / Services | Free legal advice, duty solicitor services, legal education and engagement with law reform. |

Legal Aid NSW

| | |
|-------------------------|---|
| Phone | 1300 888 529 |
| Website | www.legalaid.nsw.gov.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Free legal advice and representation for eligible people. Online chat also available via website. |

LawAccess NSW

| | |
|-------------------------|--|
| Phone | 1300 888 529 |
| Website | www.lawaccess.nsw.gov.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | Free legal information, advice and referral service for NSW residents. |

10. LIBRARIES

Lake Macquarie Libraries are free to join. They offer internet access, printing, programs, JP services and community resources.

Local Libraries

Swansea Library

| | |
|-------------------------|--|
| Address | 228 Pacific Hwy, Swansea NSW 2281 |
| Phone | 02 4921 0780 |
| Email | lakelibraries@lakemac.nsw.gov.au |
| Website | www.lakelibraries.com.au |
| Hours | See lakelibraries.com.au for current hours |
| Notes / Services | Free internet, printing, community programs, JP services, eResources. |

Charlestown Library

| | |
|-------------------------|--|
| Address | Ridley St, Charlestown NSW 2290 |
| Phone | 02 4921 0666 |
| Email | lakelibraries@lakemac.nsw.gov.au |
| Website | www.lakelibraries.com.au |
| Hours | See lakelibraries.com.au for current hours |
| Notes / Services | Story time, programs, free internet. |

Belmont Library

| | |
|----------------|--------------------------------|
| Address | 10 Ernest St, Belmont NSW 2280 |
| Phone | 02 4921 0640 |

| | |
|-------------------------|--|
| Email | lakelibraries@lakemac.nsw.gov.au |
| Website | www.lakelibraries.com.au |
| Hours | See lakelibraries.com.au for current hours |
| Notes / Services | Local library services and community programs. |

Halekulani Community Library

| | |
|-------------------------|--|
| Address | Halekulani Hall, Noela Place, Budgewoi |
| Phone | 02 4921 0780 |
| Email | halekulanicommunitylibrary@gmail.com |
| Hours | Tuesday and Friday: 10.00am–2.00pm; Saturday: 9:30am–12.00pm |
| Notes / Services | Servicing the local community since 1989. Free borrowing service for members. |

Lake Haven Library

| | |
|-------------------------|--|
| Address | Lake Haven Shopping Centre, Goobaragah Ave, Lake Haven NSW 2263 |
| Phone | 02 4350 1570 |
| Email | library@centralcoast.nsw.gov.au |
| Website | libraries.centralcoast.nsw.gov.au – Lake Haven Library |
| Hours | Monday to Friday: 9.00am–5.00pm; Saturday: 9.00am–1.00pm |
| Notes / Services | Free internet, printing, community programs, JP services, eResources. |

11. LOCAL GOVERNMENT & ELECTED REPRESENTATIVES

Local Councils

For issues involving building, roads and footpaths, drainage and stormwater, rubbish collection, parks, parking and other localised issues, please contact your local council.

Lake Macquarie City Council

| | |
|-------------------------|--|
| Address | PO Box 1906, Speers Point NSW 2284 |
| Phone | 02 4921 0333 |
| Email | council@lakemac.nsw.gov.au |
| Website | www.lakemac.com.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | General enquiries, services, permits. |

| Councillor | Phone | Email |
|--------------------------------|----------------|--|
| Mayor – Adam Shultz | (02) 4921 0223 | ashultz@lakemac.nsw.gov.au |
| North Ward – Brian Adamthwaite | 0417 061 433 | badamthwaite@lakemac.gov.au |
| North Ward – Keara Conroy | 0407 134 485 | kconroy@lakemac.nsw.gov.au |
| East Ward – Christine Buckley | 0428 546 549 | cbuckley@lakemac.nsw.gov.au |
| East Ward – Stacey Radcliffe | 0427 704 316 | sradcliffe@lakemac.nsw.gov.au |
| West Ward – Madeline Bishop | 0407 157 901 | mbishop@lakemac.nsw.gov.au |

Central Coast City Council

| | |
|-------------------------|--|
| Address | 2 Hely St, Wyong NSW 2259 |
| Phone | 02 4306 7900 |
| Email | ask@centralcoast.nsw.gov.au |
| Website | www.centralcoast.nsw.gov.au |
| Hours | Monday to Friday: 9.00am–5.00pm |
| Notes / Services | General enquiries, services, permits. |

| Councillor | Phone | Email |
|-------------------------------|--------------|--|
| Budgewoi Ward – Helen Crowley | 0457 406 024 | Helen.Crowley@centralcoast.nsw.gov.au |

State Representatives

Contact your state Member regarding matters governed by the NSW state government, which include public schools, hospitals, public transport, police, and major roads.

State Member for Charlestown – Jodie Harrison MP

| | |
|----------------|--|
| Address | 1/192 Pacific Highway, Charlestown NSW 2290 |
| Phone | 02 4942 1242 |
| Email | charlestown@parliament.nsw.gov.au |
| Website | jodieharrison.com.au |
| Hours | Monday to Friday: 9.00am–5.00pm |

State Member for Swansea – Yasmin Catley MP

| | |
|----------------|--|
| Address | Shop 1, 204-206 Pacific Hwy, Swansea NSW 2281 |
| Phone | 02 4972 1133 |
| Email | Swansea@parliament.nsw.gov.au |
| Website | www.yasmincatley.com.au |
| Hours | Monday to Friday: 9.00am–5.00pm |

State Member for Newcastle – Tim Crakanthorp MP

| | |
|----------------|--|
| Address | 414 Hunter St, Newcastle NSW 2300 |
| Phone | 02 4926 1126 |
| Email | Newcastle@parliament.nsw.gov.au |
| Website | www.timcrakanthorp.com |
| Hours | Monday to Friday: 9.00am–5.00pm |

State Member for Lake Macquarie – Greg Piper MP

| | |
|----------------|--|
| Address | 126A Cary St, Toronto NSW 2283 |
| Phone | 02 4959 3200 |
| Email | lakemacquarie@parliament.nsw.gov.au |
| Website | www.gregpiper1.com |
| Hours | Monday to Friday: 9.00am–5.00pm |

12. USEFUL DIRECTORIES & ONLINE RESOURCES

Online Directories

Lake Macquarie Community Directory (Council)

| | |
|-------------------------|--|
| Phone | 02 4921 0333 |
| Website | www.lakemac.com.au/community/directory |
| Hours | Online 24/7 |
| Notes / Services | Official listing of non-profit organisations and services in the Lake Macquarie LGA. |

My Community Directory

| | |
|-------------------------|--|
| Website | www.mycommunitydirectory.com.au/New_South_Wales/Lake_Macquarie |
| Hours | Online 24/7 |
| Notes / Services | Broad national community directory with Lake Macquarie filter. |

Hunter Community Hub

| | |
|-------------------------|--|
| Website | www.huntercommunityhub.org.au |
| Hours | Online 24/7 |
| Notes / Services | Local Hunter/Lake Macquarie service directory with detailed listings. |

WayAhead Mental Health Directory

| | |
|-------------------------|--|
| Website | www.directory.wayahead.org.au |
| Hours | Online 24/7 |
| Notes / Services | NSW mental health and wellbeing services directory. |

healthdirect Service Finder

| | |
|-------------------------|---|
| Phone | 1800 022 222 |
| Website | www.healthdirect.gov.au |
| Hours | Online 24/7; Phone: 24/7 |
| Notes / Services | Search for GPs, specialists, pharmacies and health services near you. |

Lake Mac Family Life

| | |
|-------------------------|--|
| Website | www.lakemacfamilylife.com.au |
| Hours | Online 24/7 |
| Notes / Services | Community groups, kids' activities and local life guide for Lake Macquarie families. |

12. USEFUL DIRECTORIES & ONLINE RESOURCES

Online Directories

Lake Macquarie Community Directory (Council)

| | |
|-------------------------|--|
| Phone | 02 4921 0333 |
| Website | www.lakemac.com.au/community/directory |
| Hours | Online 24/7 |
| Notes / Services | Official listing of non-profit organisations and services in the Lake Macquarie LGA. |

My Community Directory

| | |
|----------------|--|
| Website | www.mycommunitydirectory.com.au/New_South_Wales/Lake_Macquarie |
| Hours | Online 24/7 |

| | |
|-------------------------|--|
| Notes / Services | Broad national community directory with Lake Macquarie filter. |
|-------------------------|--|

Hunter Community Hub

| | |
|-------------------------|--|
| Website | www.huntercommunityhub.org.au |
| Hours | Online 24/7 |
| Notes / Services | Local Hunter/Lake Macquarie service directory with detailed listings. |

WayAhead Mental Health Directory

| | |
|-------------------------|--|
| Website | www.directory.wayahead.org.au |
| Hours | Online 24/7 |
| Notes / Services | NSW mental health and wellbeing services directory. |

healthdirect Service Finder

| | |
|-------------------------|---|
| Phone | 1800 022 222 |
| Website | www.healthdirect.gov.au |
| Hours | Online 24/7; Phone: 24/7 |
| Notes / Services | Search for GPs, specialists, pharmacies and health services near you. |

Lake Mac Family Life

| | |
|-------------------------|--|
| Website | www.lakemacfamilylife.com.au |
| Hours | Online 24/7 |
| Notes / Services | Community groups, kids' activities and local life guide for Lake Macquarie families. |

