



To build vibrant, creative and resourceful communities that value people and the planet.

Child & Youth Services

Child Adolescent and Family Service (CAFS)

Contact:
 - 4225 1478 (Wollongong)
 - 4256 1928 (Shellharbour-Kiama)
 Address: 17 Staff St
 Wollongong, New South Wales 2500
 Office Hours: Mon to Fri, 9.00am to 5:00pm
 Website: <https://www.syfs.org.au/syfs-services/family-services/child-adolescent-and-family-service-cafs/>

CAFS supports families with children and young people, up to and including the age of 18 years, where the child or young person is:

- Showing the early signs of emerging, or are at risk of developing, mental health issues
- Are affected by the mental health issues of another family member

The service has a primary focus on the child or young person while working in a whole of family context. The focus is on improving their wellbeing and enabling them to better participate in their communities and reach their full potentials.

Child Care Access Hotline

Website: <https://www.childcarefinder.gov.au/>

Services:

- Online search tool to help search for an approved child care service provider
- Can search for long day care, occasional care, family day care, in home care, out of school hours care, and vacation care
- Shows vacancies and no vacancies

Family Counselling Project

Contact:
 4228 4383 (Wollongong)
 4256 5468 (Shellharbour)

Services:

- Targets children and young people aged up to 17 years who are vulnerable, disadvantaged, homeless or those at risk of disadvantage or homelessness as well as their families. Support can also be provided to young parents
- Focuses on assisting young people to face issues causing problems in their lives and will work towards reconciliation where family relationships have broken down
- The Project is flexible and uses a number of methods to deliver services including case management

Kids Helpline

General Enquires:
 Kids Helpline Administration Open: Monday-Friday, 8:00am- 5:00pm
 Phone: 07 3369 1588
 Counsellor Phone: 1800 55 1800
 Counselling Email:
counsellor@hidshelpline.com.au

Services

- Free, private, 24/7 phone and online counselling for 5-25 years of age
- Offers 24/7 phone, email and web chat
- Provides tailored sections on website for kids (5-12), teens (13-17) young adults (18-25) and parents
- Information about family, relationships and sex, life issues, mental health, school, safety and abuse, growing up, safety, physical health and identity, friends, school and work, etc.
- Also provides information for schools

Legal Aid Youth Hotline

Services:



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<p>Phone: 1800 10 18 10 Hotline Hours: 9:00am-midnight on weekdays, 24 hour service from Friday 9:00am to Sunday midnight and on public holidays</p>	<ul style="list-style-type: none"> - Provides legal advice and information to people under 18
<p>Lifeline National Office Phone: (02) 6215 9400</p>	<p>Services:</p> <ul style="list-style-type: none"> - 24/7 crisis support phone: 13 11 14 - Crisis support chat online on website - Lifeline text (6:00pm-Midnight AEST): 0477 13 11 14 - Help resources online on website: topics include; preventing suicide, asking for help, depression, family and relationship problems, panic attacks, problem gambling, self-harm, addiction etc.
<p>Multicultural Communities Council of Illawarra (MCCI) Address: 117 Corrimal Street, Wollongong Office Hours: Phone: (02) 4229 7566 Email: admin@mcci.org.au</p> <p>MYDP Contact: Allyson Pazos Phone: (02) 4229 7566 Email: allyson@mcci.org.au</p> <p>Links to Learning Contacts: Bec Collins Storming Johnstone Allyson Pazos Phone (all): (02) 4229 7566</p>	<p>Services:</p> <ul style="list-style-type: none"> • Youth and Community Services • Multicultural Youth Development Project (MYDP): <ul style="list-style-type: none"> - Assists and supports socially isolated and disadvantaged young people (12-24 years old) from CALD backgrounds. - Programs and activities designed to empower young people to participate in all aspects of social and community life. - The program delivers a variety of activities including, sport clinics, art workshops, and participation in local festivals and events • Links to Learning <ul style="list-style-type: none"> - A program that aims to provide students from non-English speaking backgrounds, aged 12-24 who are at risk of leaving school early, with additional assistance and support to offset any learning barriers due to language or cultural difficulties. - Focuses on communication skills, developing positive self-esteem, language and living skills, career and educational pathways along with a 'next step' towards career goals. - Also provides encouragement, support and information to assist students to remain in school. Move into training, apprenticeships or secure employment



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<p>Newly Arrived Youth Specialists (NAYS) Contact: 4228 0388 Address: 17 Staff St Wollongong, New South Wales 2500</p>	<p>Services:</p> <ul style="list-style-type: none"> - This Program assists young people aged between 12 to 21 years who are vulnerable, disadvantaged, homeless or those at risk of disadvantage and homelessness and their families, who have migrated to Australia in the last



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<p>Office Hours: Mon to Fri, 9.00am to 5:00pm Website: https://www.syfs.org.au/syfs-services/family-services/newly-arrived-youth-specialists-nays/</p>	<p>five years</p> <ul style="list-style-type: none"> - Priority is given to those who have entered Australia on humanitarian visas
<p>Parenting Program Contact: 4257 7648</p>	<p>The Parenting Program supports vulnerable children, aged 0 to 12 years and their families. The focus is on the achievement of positive outcomes in child development, behaviour, safety, physical and emotional well-being, the child parent relationship and childcare competency. This Service is offered in the Shellharbour LGA only.</p>
<p>Resourcing Adolescent and Families Team (RAFT) Contact: 4226 5681 (Wollongong) 4256 8734 (Shellharbour) 4422 9966 (Shoalhaven)</p>	<p>Services:</p> <ul style="list-style-type: none"> - The RAFT Program targets 12 to 17 year olds who are at risk of leaving home or who have been out of home for up to six weeks and who are vulnerable, disadvantaged, homeless or those at risk of disadvantage and homelessness and their families - The focus is on intervening as early as possible to maintain or restore family relationships
<p>Southern Youth Family Services (SYFS) Phone: (02) 4221 7700 Email: syfs@syfs.org.au Website: https://www.syfs.org.au/ Address: 467 Crown St, Wollongong NSW 2500</p>	<p>SYFS is an organisation that has the main purpose of supporting and caring for vulnerable, disadvantaged and homeless young people (ages twelve years to twenty four years) or those at risk of disadvantage and homelessness.</p> <p>Services:</p> <ul style="list-style-type: none"> - Supported Accommodation and Housing - Out of Home Care Services - Health Services - Family Services - Education, Employment and Training - Youth Support Services - Financial Legal, Practice Assistance Brokerage - Transition to Independent Living Allowance - Southern Youth and Family Centre
<p>Wollongong Youth Centre Address: Corner of Keira and Burelli Street, Wollongong - 85 Burelli St, Wollongong NSW 2500 Office Hours: 10:00am-5:00pm Monday to Friday, 1:00pm-4:00pm Saturdays Phone: (02) 4227 8222 Email: youthservices@wollongong.nsw.gov.au Website: www.wollongong.nsw.gov.au</p>	<p>Various free programs, services, support and advocacy for young people aged 12-24 years.</p> <p>Programs include:</p> <ul style="list-style-type: none"> - Dedicated Young Women's Space and programs - Rainbow League LGBTIQ group (meets fortnightly) - Q-munity is a group for people aged 12-15 - Open for drop ins on: Tuesday 3-6pm, Thursday 3-8pm, Saturday 1-4pm - Music rehearsal space and equipment (2-hour booking: \$5 / person) - On Stage: Live performers on Thursdays, 6 - 7.30pm