



Useful contacts and information for study participants

March 2023

NSW Department of Communities and Justice

Child Protection Helpline
132 111 (24 hours, 7 days)

Communities and Justice District Offices and Statewide Services

For details about local offices see www.dcj.nsw.gov.au/contact-us/dss.html

Communities and Justice Head Office

(02) 9377 6000
www.facs.nsw.gov.au

Communities and Justice Reportable Conduct Unit

(02) 9716 2122
ReportableConductCS@facs.nsw.gov.au

DCJ Complaints Unit

Freecall 1800 000 164
Complaints@community.nsw.gov.au

Community and Justice Right to Information

(02) 9716 2662
www.dcj.nsw.gov.au/about-us/gipa/apply-online-to-access-information.html

Carer support services

My Forever Family NSW
1300 782 975 (Mon to Fri 9am-7pm)
www.myforeverfamily.org.au

Council of the Ageing - (COTA) NSW

Freecall 1800 449 102
www.cotansw.com.au

Grandparent, Relative and Kinship Carer Alliance

(02) 9286 3860
1800 449 102 (outside Sydney)

Aboriginal network & supports

Abcare Coffs Harbour

(02) 5615 8300
www.abcare.org.au

Aboriginal Child, Family and Community Care State Secretariat (NSW) Inc. - (AbSec)

21 Carrington Road
Marrickville NSW 2204
02 9559 5299
www.absec.org.au

Aboriginal Health and Medical Research Council of NSW

(02) 9212 4777
Ahmrc.org.au

Aboriginal State Wide Foster Care Support Services - (ASFCS)
Freecall 1800 888 698

Barnardos Aboriginal Partnerships

1800 061 000
Barnardos.org.au

Anglicare Aboriginal Partnerships, Canberra

(02) 6245 7100
Anglicare.org.au

Biripi Aboriginal Children Services

Taree
(02) 6591 2411

Burrun Dalai Aboriginal Corporation Incorporated, Kempsey

(02) 6562 1913

Coffs Harbour Aboriginal Family Community Care Centre, Coffs Harbour

(02) 5615 8300

Department of Aboriginal Affairs Family Records Unit

1800 019 998
www.aboriginalaffairs.nsw.gov.au

Kari Aboriginal Resources Inc

(02) 8782 0300
www.kari.org.au

02 9716 2635 | 1800 997 960 (freecall) | Pathways@facs.nsw.gov.au
www.facs.nsw.gov.au/resources/research/pathways-of-care



Aboriginal network & supports (cont)

Katungul Aboriginal Corporation, Narooma
(02) 4476 2155

Link-Up (NSW) Aboriginal Corporation - Family Services Metro West Region & Family-Link Program Reunification Services Counselling
(02) 9421 4700
1800 624 332
linkupnsw.org.au

Ngunya Jarjum Aboriginal Child and Family Network, Lismore
(02) 6626 3700

NSW Aboriginal Land Council
(02) 9689 4444
www.alc.org.au

Secretariat of National Aboriginal and Islander Child Care (SNAICC)
www.snaicc.org.au

South Coast Medical Service Aboriginal Corporation
1800 215 099

Wundarra Services Coffs Harbour
(02) 6651 2991

Special needs

Association for Children with a Disability (ACD)
Information, support and advocacy for families of children with a disability.
www.acd.org.au

Australian Disability Abuse and Neglect Hotline
A hotline for reporting abuse and neglect of people who have a disability.
Freecall 1800 464 800
www.jobaccess.gov.au

Brain Injury Association of NSW
Works with all people affected by acquired brain injury, including family, friends, professionals and the community.
www.synapse.org.au

Early Childhood Intervention Infoline
Find your local early intervention service. Infoline operates Mon-Fri 9am - 9pm
Weekends 4pm - 9pm
1300 1300 52
www.parentline.org.au

NDIS
Freecall 1800 800 110
National Contact Centre Mon-Fri 8am to 8pm
www.ndis.gov.au

Intellectual Disability Rights Service NSW
Specialist legal advice and assistance for people with an intellectual disability.
www.idrs.org.au

Raising Children Network
Information for parents about children with special needs.
www.raisingchildren.net.au

For children & young people

DCJ Care Leaver's Line
1800 994 686
careleaversline@facns.nsw.gov.au

CREATE Foundation
(02) 9267 1999
www.create.org.au

CREATE Your Future
www.createyourfuture.org.au

DCJ Care Leavers Records Access Unit
(02) 9716 2500
1300 137 160
CareLeaverRecordsAccessUnit@facns.nsw.gov.au

Kids Helpline
Freecall 1800 551 800
www.kidshelpline.com.au

Reach Out
Gives young people opportunities to help themselves and others
www.au.reachout.com

Money Stuff
www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth

Twenty 10
Support for young gay, lesbian, bisexual and transgender people
(02) 8594 9555
www.twenty10.org.au

Beyond Blue
1300 22 4636 (24 hours)
www.youthbeyondblue.com

Health & wellbeing

Cancer Council NSW
Helpline 131 120
www.cancercouncil.com.au

Domestic Violence Helpline
Freecall 1800 656 463

Health & wellbeing (cont)

Services Australia - Families line
136 150
www.servicesaustralia.gov.au

Family Planning NSW
Healthline 1300 658 886
www.fpnsw.org.au

Healthdirect
1800 022 222 (24 hour)
www.Slhd.nsw.gov.au

Healthy Kids
www.healthykids.nsw.gov.au

Health NSW
(02) 9391 9000
www.health.nsw.gov.au

Karitane
1300 227 464
www.karitane.com.au

Lifeline Australia
131 144
www.lifeline.org.au

Medicare Australia
www.servicesaustralia.gov.au/medicare

Australian Association for Adolescent Health
(02) 9431 8658
www.aaah.org.au

Parent Line
1300 130 052
www.parentline.org.au

NSW Poisons Information Centre
The Children's Hospital - Westmead
24 hours, 7 days
13 11 26

02 9716 2635 | 1800 997 960 (freecall) | Pathways@facs.nsw.gov.au
www.facs.nsw.gov.au/resources/research/pathways-of-care

Raising Children Network
www.raisingchildren.net.au

Tresillian Parent Help Line
1300 272 736
www.tresillian.org.au

Sport and Recreation NSW
131 302
www.sport.nsw.gov.au

Translating and Interpreting Service (TIS)
131 450

Transport for NSW
Authorised child restraint fitting stations
13 22 13

Education & training

Aboriginal Education Council
1800 989 185
(02) 9699 2299
www.aec.org.au

NSW Premier's Reading Challenge
online.det.nsw.edu.au/prc/home.html

Let's Read
www.letsread.com.au

Australian Apprenticeships/ Traineeships Services
Freecall 1800 338 022
www.aapathways.com.au

NSW Department of Education
1300 679 332
www.education.nsw.gov.au

TAFE NSW Information Centre
131 601
www.tafensw.edu.au

University Information
www.uac.edu.au

Employment

Centrelink
Monday to Friday 8am – 5pm
132 468
Freecall 1800 810 586
www.servicesaustralia.gov.au/centrelink

JobAccess
For people with a disability
Freecall 1800 464 800
www.jobaccess.gov.au

Careers NSW
Comprehensive information on education and career options.
www.careers.nsw.gov.au

JobSearch
www.jobsearch.gov.au

Workforce Australia
www.workforceaustralia.gov.au

My Careers
www.mycareers.com

My Future
www.myfuture.edu.au

Youth
www.education.gov.au/youth

Housing

Community Housing Industry
Assoc. NSW
(02) 9690 2447
www.communityhousing.org.au

Aboriginal Tenancy Information Service
www.tenants.org.au/aboriginal-tenants

Fair Trading NSW
Information for first-time renters.
13 32 20 (8.30am to 5pm, Mon-Fri)
www.fairtrading.nsw.gov.au

DCJ Housing Contact Centre
1800 422 322
www.facs.nsw.gov.au/housing

NSW Aboriginal Housing Office
(02) 8836 9444
enquiries@aho.nsw.gov.au
www.aho.nsw.gov.au

Legal

LawAccess NSW
1300 888 529
www.lawaccess.nsw.gov.au

Communities and Justice
www.justice.nsw.gov.au

Legal Aid NSW
1300 888 529
www.legalaid.nsw.gov.au

Australian Centre for Disability Law
1800 800 708
(02) 7229 0061
www.disabilitylaw.org.au

Privacy NSW
1800 472 679
www.ipc.nsw.gov.au

Money

Centrelink
Family Assistance
136 150
www.servicesaustralia.gov.au

Financial Rights Legal Centre
1800 007 007
www.financialrights.org.au

Credit and Debt Hotline
Freecall 1800 007 007

Transition to Independent Living Allowance (TILA)
1300 653 227
www.dss.gov.au

Welfare Rights Centre
9211 5300
www.welfarerightscentre.org.au

Other useful contacts

NSW Office of the Children's Guardian
(02) 6491 6699
www.ocg.nsw.gov.au

Ethnic Communities Council of NSW
(02) 9319 0288
ecc.nsw.org.au

Ombudsman of NSW
Level 24, 580 George Street
Sydney NSW 2000
(02) 9286 1000
Freecall 1800 451 524
www.ombo.nsw.gov.au

NCAT-NSW Civil and Administrative Tribunal
1300 006 228
www.ncat.nsw.gov.au

Administrative Appeals Tribunal (AAT)
83 Clarence Street
Sydney NSW 2000
1800 228 233

Multicultural NSW
(02) 8255 6767
www.multicultural.nsw.gov.au

Council Services Directory
Contact your local council to find out about local services available in your community.

Your local contacts

Other useful contacts

Charter of rights for children and young people aged 7-12 years
www.facs.nsw.gov.au/families/out-of-home-care/children-in-oohc/rights-in-care

Charter of rights for children and young people aged 13-17 years
www.facs.nsw.gov.au/families/out-of-home-care/children-in-oohc/rights-in-care

Caring for kids: a guide for foster, relative and kinship carers
www.caring.childstory.nsw.gov.au/

About the Study

Pathways of Care Longitudinal Study webpage
www.facs.nsw.gov.au/resources/research/pathways-of-care

This guide has been compiled for those participating in the Pathways of Care Longitudinal Study. This Study is helping us learn more about children and young people's experiences, development and wellbeing. Knowledge gained from this study is being used to provide better services to parents, carers, children and young people and to train staff who work with families. More information about the study can be found on the Study webpage.

Update your contact details
If you are part of this study, please let the researchers at FACS or I-view know if you change your address or phone number so we can keep in contact with you. Freecall: 1800 997 960.

Notes

Horizontal lines for taking notes.