

# CHRISTMAS – NEW YEAR ARRANGEMENTS 2023 (Northern NSW)

## SERVICE & SUPPORT INFORMATION, OPERATING HOURS

SERVICE	CONTACT DETAILS	SERVICE INFORMATION / SUPPORT OFFERED / ACTIVITY	OPERATING HOURS
<b>ATSI – Corporation for Welfare Resourcing and Housing – Krurungal</b>	(07) 5536 7911 <a href="https://krurungal.com.au/">https://krurungal.com.au/</a> <a href="mailto:reception@krurungal.com.au">reception@krurungal.com.au</a>	<ul style="list-style-type: none"> <li>Krurungal have been providing emergency relief vouchers, toiletries, clothing and support for people in emergency accommodation in the Tweed Shire, Coolangatta, Murwillumbah areas</li> <li>Provide outreach support for community members, intake, needs assessment, referral, assistance, advocacy and support</li> <li>Providing Christmas hampers and support prior to Christmas service closure</li> </ul>	<p>From 22<sup>nd</sup> December hours will be 10-2pm. Closed only on public holidays but this is subject to change.</p> <p>Only for emergencies during this time.</p>
<b>Australian Childhood Foundation</b>	1300 381 581 <a href="mailto:intakeourspace@childhood.org.au">intakeourspace@childhood.org.au</a> <a href="http://www.childhood.org.au">www.childhood.org.au</a>	<ul style="list-style-type: none"> <li>OurSPACE provides specialist outreach therapeutic trauma support to all children and young people who have been impacted by the devastation of the flooding in Northern NSW (Richmond Valley, Clarence Valley, Kyogle, Lismore, Tweed, Ballina, Byron LGA's)</li> </ul>	<p>Open all days except public holidays with normal business hours</p> <p>However there could be limited staff particular days</p>
<b>Bundjalung Tribal Society</b>	Office <a href="tel:0266216992">(02) 6621 6992</a> 0427 905 684 Goonellabah NSW	<ul style="list-style-type: none"> <li>Flood support project officer intake, advocacy, support, referral for Indigenous community members</li> </ul>	<p>Closed from 20 December 2023, reopening on 14 January 2024</p>
<b>Bunjum Aboriginal Cooperation</b>	44 Tamar Street, Ballina, New South Wales 2478 (02) 6686 5644 <a href="mailto:reception@bunjum.com">reception@bunjum.com</a> <a href="http://www.bunjum.com.au/">http://www.bunjum.com.au/</a>	<ul style="list-style-type: none"> <li>Case work, support, community activities for Aboriginal people</li> <li>Providing support for the Aboriginal Community that resides in the Ballina shire</li> <li>Support families members moving into Pod Village at Wardell</li> </ul>	<p>Closed from the 15<sup>th</sup> December 2023, reopening on 8<sup>th</sup> January 2024</p>

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<b>Byron Bay Community Association</b>	<p>(02) 6685 6807 69 Jonson Street Byron Bay NSW 2481</p> <p><a href="http://www.byroncentre.com.au">www.byroncentre.com.au</a></p>	<ul style="list-style-type: none"> <li>• Case work, advocacy and support</li> <li>• Provide general services for homeless and rough sleepers. Outreach health and therapeutic services are offered from this space weekly</li> </ul>	<p>Closed from 20<sup>th</sup> December 2023, reopening 8<sup>th</sup> January 2024</p>
<b>CASPA</b>	<p>1300 227 722</p> <p>17 Keen Street, Lismore NSW 2480</p> <p><a href="http://www.caspa.org.au">www.caspa.org.au</a></p>	<ul style="list-style-type: none"> <li>• Social enterprises – Social Enterprises we have The Tuckshop (café), Hammers4Hope and Lawyers4Hope</li> <li>• Wellbeing Hub provides counsellors and other mental health support providers, giving the community access to free services to support their recovery</li> <li>• Supporting flood affected community members with food, household goods, services, training, wellbeing support</li> </ul>	<p>Open all days except public holidays</p>
<b>Challenge Community Service</b>	<p>Suite 5, Level 2/191 River St, Ballina NSW 2478</p> <p>(02) 6629 7000</p> <p><a href="https://www.challengecommunity.org.au/">https://www.challengecommunity.org.au/</a></p>	<ul style="list-style-type: none"> <li>• Support for children, young people in OOHC and their foster families</li> </ul>	<p>Ballina office closed from 22 December 2023 until Tuesday 2<sup>nd</sup> January 2024</p> <p>They do have an on-call roster for children in care</p>
<b>Christian Life Church</b>	<p>5 Geneva St, Kyogle (02) 6632 1884</p> <p><a href="mailto:clckygoleinfo@gmail.com">clckygoleinfo@gmail.com</a></p> <p><a href="https://www.clckygole.org/">https://www.clckygole.org/</a></p>	<ul style="list-style-type: none"> <li>• Christian Life Church provide support, outreach, counselling, furniture and whitegoods to community members impacted by the floods, Lismore, Kyogle, Casino, Nimbin, Woodenbong, Muli Muli.</li> </ul>	<p>Donation Space will be closed 14<sup>th</sup> December 2023 until the 31<sup>st</sup> January 2024</p>

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<p><b>FEROS Care</b></p>	<p><a href="mailto:advisors@feroscare.com.au">advisors@feroscare.com.au</a> 1300986970 <a href="https://www.feroscare.com.au/">https://www.feroscare.com.au/</a></p>	<ul style="list-style-type: none"> <li>• Disability Support</li> <li>• Aged Care</li> <li>• Wellbeing Programs</li> <li>• Outreach support</li> </ul>	<p>Closed public holidays</p>
<p><b>Kyogle Together</b></p>	<p><a href="https://kyogletogether.org.au/">https://kyogletogether.org.au/</a> <b>161 Summerland Way Kyogle NSW 2474</b> <b>(02) 6632 2972</b> <a href="mailto:gm@kyogletogether.org.au">gm@kyogletogether.org.au</a></p>	<ul style="list-style-type: none"> <li>• Youth Action - Female Empowerment Mentoring Program for girls 13-14 years</li> <li>• 'The Box' (Youth Hub) offers after school care (3pm – 5pm) as well as School Holiday program</li> <li>• Kyogle Community gym</li> <li>• Kyogle Resource Innovation Collective 'KRIP' (Tip Shop)</li> <li>• Fare Share Kitchen - emergency relief</li> </ul>	<p>Closed from 15 December 2023 and re-opening 11 January 2024</p>
<p><b>Lifeline Northern NSW</b></p>	<p><b>1300 152 854</b> <a href="https://lifelinedirect.org.au/northern-nsw/about">https://lifelinedirect.org.au/northern-nsw/about</a> <b>13 11 14 (24/7 crisis support)</b> <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a></p>	<ul style="list-style-type: none"> <li>• Telephone crisis support, counselling, education and referral. Suicide prevention, community capacity building and events to raise awareness</li> </ul>	<p>24 / 7 phone line crisis support.</p>
<p><b>Life Without Barriers</b></p>	<p><a href="https://www.lwb.org.au/contact-us/ballina-nsw-2478/">https://www.lwb.org.au/contact-us/ballina-nsw-2478/</a> <b>(02) 6618 2600</b> <a href="mailto:info@lwb.org.au">info@lwb.org.au</a> <b>2/97 Tamar Street, Ballina NSW</b></p>	<ul style="list-style-type: none"> <li>• Disability Support</li> <li>• OOHc support and case management</li> <li>• Foster care and kinship care</li> <li>• Residential and leaving care support</li> <li>• Children and young people</li> </ul>	<p>Office closed public holidays All residential care continues as usual</p>

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<p><b>Momentum Collective</b></p>	<p>General enquiries 1300 900 091</p> <p>DV response line 1300 355 305</p> <p>Crisis accommodation 1800 387 867 (24/7 helpline)</p> <p>Community Housing <a href="mailto:tenancy@mymomentum.org.au">tenancy@mymomentum.org.au</a></p> <p>138 Canterbury Street, Casino NSW 2470 (02) 6662 2898</p> <p>4/79 Tamar Street, Ballina NSW 2478 (02) 6681 3622   Homelessness Service</p>	<ul style="list-style-type: none"> <li>• Provide SHS including Aboriginal homeless and rough sleeping, family and DV, refuges, mental health, disability, community and social housing</li> </ul>	<p>Closed public holidays</p> <p>24/7 on call emergency support</p>
<p><b>Mullumbimby District Neighbourhood Centre</b></p>	<p>55 Dalley St, Mullumbimby NSW 2482 (02) 6684 1286</p> <p><a href="https://www.mdnc.org.au/">https://www.mdnc.org.au/</a></p>	<ul style="list-style-type: none"> <li>• Case work, counselling and support service for women experiencing domestic violence</li> <li>• Recovery support services</li> </ul>	<p>Closed 22 December 2023 Reopening 9 January 2024</p>
<p><b>Multi-task Human Resources Foundation</b></p>	<p>General: (02) 6627 5000</p> <p><a href="https://multitask.org.au/">https://multitask.org.au/</a></p> <p>296 Molesworth St, East Lismore NSW 2480</p> <p>Kylie Norton – Manager of Youth – <a href="mailto:knorton@multitask.org.au">knorton@multitask.org.au</a> 0478 979 392</p>	<ul style="list-style-type: none"> <li>• Professional and flexible disability support services including accommodation, respite and employment services and community participation programs in Lismore, Ballina, Grafton, Casino</li> <li>• Employment and lifestyle support, accommodation, shared independent living, behaviour support, NDIS plan management</li> </ul>	<p>Closed only on public holidays</p> <p>Only offering one-on-one support services and don't have any group programs available</p>

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<p><b>North Coast Community College</b></p>	<p><a href="https://northcoastcc.edu.au/">https://northcoastcc.edu.au/</a></p>	<ul style="list-style-type: none"> <li>• Barista training for students in years 10 &amp; 11 (aged 15-17 years) – schools impacted by floods</li> <li>• Deliver quality training to advance the skills and capabilities of students. NCCC serves students from Grafton to Goonellabah and beyond via online courses</li> </ul>	<p>Closed on 22 December 2023, reopen 9 January 2024</p>
<p><b>North Coast Community Housing</b></p>	<p>Suite 1, Level 1, 124 Woodlark Street, Lismore (02) 6627 5300 <a href="https://www.ncch.org.au/">https://www.ncch.org.au/</a></p>	<ul style="list-style-type: none"> <li>• Tenancy and case management for vulnerable community members</li> <li>• Managing tenancy agreements and case work in Wollongbar and Pottsville pod villages</li> </ul>	<p>Close on 22 December 2023 and reopen 2 January 2024</p>
<p><b>North Rivers Community Legal Centre</b></p>	<p>Lismore, NSW 2480 <a href="https://northernriversclc.org.au/">https://northernriversclc.org.au/</a>  nrclc@northernriversclc.org.au  Legal Service (02) 6621 1000 or 1800 689 889 Tenants Advice &amp; Advocacy Service (02) 6621 1022 or 1800 649 135  Northern Rivers Domestic Violence Court Advocacy Service (02) 6621 1044 or 1300 720 606</p>	<ul style="list-style-type: none"> <li>• Independent community organisations that provide free legal services including information, referral, strategic casework and advice, community education and community development, advocacy and law reform</li> <li>• Supporting community members impacted by floods</li> </ul>	<p>Closed 22 December 2023 until 10 January 2024</p>
<p><b>Northern Rivers Community Gateway</b></p>	<p><a href="https://nrcg.org.au/">https://nrcg.org.au/</a> (02) 6621 7397/ 10 Centenary Drive, Goonellabah NSW 2480</p>	<ul style="list-style-type: none"> <li>• Emergency relief</li> <li>• Trauma informed counselling</li> <li>• Distribution of donations, vouchers and support for community members impacted by the floods</li> </ul>	<p>Closed from 12PM 22 December 2023, re-open 8 January 2024</p>

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<b>Pottsville Beach Neighbourhood Centre</b>	<p>12A Elizabeth St, Pottsville NSW 2489</p> <p>(02) 6676 4555</p> <p><a href="https://www.pbnc.org.au/">https://www.pbnc.org.au/</a></p>	<ul style="list-style-type: none"> <li>• Recovery support services</li> <li>• Assessment, intake, Case work and referral</li> <li>• Brighter Futures</li> <li>• Op Shop</li> </ul>	<p>Closed 25 December 2023, reopening 2 January 2024</p>
<b>Rekindling the Spirit</b>	<p>25 Uralba St, Lismore NSW 2480</p> <p>(02) 6622 5534</p> <p><a href="https://www.rekindlingthespirit.org.au/">https://www.rekindlingthespirit.org.au/</a></p>	<ul style="list-style-type: none"> <li>• Health service, care coordination and support, counselling and case management</li> <li>• Community events, Mens Group, Mum and Bubs, Youth programs, Targeted Early Intervention, social and emotional wellbeing support</li> <li>• Support for community members impacted by the floods</li> </ul>	<p>Closed public holidays</p>
<b>Shedding Community Workshops</b>	<p>18 Prince St Mullumbimby NSW 2482</p> <p>0490 501 745</p> <p><a href="https://www.shedding.com.au/">https://www.shedding.com.au/</a></p>	<ul style="list-style-type: none"> <li>• Community workshops and tool training available to all community members</li> <li>• Post-flood repair projects for furniture and household items people wish to salvage. Skills training for community members, mental health first aid and train the trainer to upskill volunteers</li> </ul>	<p>Closed from 11 December 2023, reopening 11 January 2024</p>
<b>Social Futures</b>	<p>5 / 274 River St, Ballina NSW 2478</p> <p>1800 522 679</p> <p><a href="https://socialfutures.org.au/location/ballina/ballina/">https://socialfutures.org.au/location/ballina/ballina/</a></p>	<ul style="list-style-type: none"> <li>• Disability Services, Employment Support, Family and Children’s Services, Homelessness and Housing, Mental Health and Wellbeing, Youth and Community</li> </ul>	<p>Closed on public holidays</p>
<b>The Family Centre</b>	<p><b>Tweed Heads South Office:</b> Unit 1/14 Amber Rd, Tweed Heads South, NSW 2486 (07) 5524 8711</p> <p><b>Ballina Office:</b> Kentwell Community Centre 20 Bangalow Rd Ballina, NSW 2478 (02) 6686 4109</p>	<ul style="list-style-type: none"> <li>• Child and Family Service, Early Years Family Services, Youth and Family support services, Youth and Family mental health services, Relationship Consultations and courses</li> <li>• Connecting Home provides support to young people (16–24 years) who are homeless or at risk of homelessness in the Tweed, Byron and Ballina Shires</li> </ul>	<p>Closed public holidays</p> <p>From the 22 December 2023 they will be operating with skeleton staff and back to normal from the 2 January 2024</p>



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<p><b>The Lismore Soup Kitchen</b></p>	<p><b>(02) 6622 4055</b></p> <p><b>11 Bridge St, Lismore NSW 2480</b></p> <p><a href="https://winsome.org.au/">https://winsome.org.au/</a></p>	<ul style="list-style-type: none"> <li>• The Good Pantry. Providing low cost groceries to community</li> <li>• Lismore Soup Kitchen provides hot lunches and deserts daily with sandwiches to take away, from the Winsome Cafe in Bridge Street Lismore</li> <li>• The Winsome provides meals and transitional accommodation to marginalised men</li> <li>• Weekly bulk billed GP clinic at the Winsome, Wednesdays (9.30am to 12.30pm)</li> </ul>	<p>Winsome will be open every day. Hours: everyday 9-1pm except Sunday 11:30 -1pm</p>
<p><b>The New School of Arts Neighbourhood Centre</b></p>	<p><b>Cnr Spring &amp; Skinner St South Grafton NSW 2460</b></p> <p><b>(02) 6640 3800</b></p> <p><a href="http://www.conc.org.au">www.conc.org.au</a></p>	<ul style="list-style-type: none"> <li>• Community Hubs in South Grafton &amp; Baryulgil. Coordinating community engagement and outreach activities to support the many small communities affected by flooding across the Clarence Valley</li> <li>• Providing brokerage for flood-affected individuals and families</li> </ul>	<p>Closed 20 December 2023, reopening 2 January 2024</p>
<p><b>UPA Youth Care</b></p>	<p><b>Alstonville NSW 2477</b></p> <p><b>(02) 6620 4400</b></p> <p><a href="https://youthcareupa.org/contact-us/">https://youthcareupa.org/contact-us/</a></p>	<ul style="list-style-type: none"> <li>• Support for children and young people in out of home care</li> <li>• Support for foster carers</li> </ul>	<p>Closed public holidays</p> <p>Staff will be working from home on the days between the public holidays but not in the office until the 3<sup>rd</sup> of January 2024</p>

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Wesley	Suite 5/79 Tamar St, Ballina NSW 2478  (02) 6681 5622  <a href="https://www.wesleymission.org.au/">https://www.wesleymission.org.au/</a>	<ul style="list-style-type: none"> <li>• Support for young people at the pointy end of homelessness</li> <li>• Farm outside of Ballina for residential and provision of agriculture training and ventures</li> <li>• Social enterprise coffee shop – will soon have a commercial kitchen and be able to offer Hospitality training</li> <li>• Foster care</li> </ul>	Closed public holidays  Skeleton staff between Christmas and new years
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### SUPPORT SERVICES GENERAL

<b>Link 2 Home</b>	1800 152 152 (24 hour)	Provide temporary accommodation (TA) for homeless people.
<b>Child Protection Helpline (NSW)</b>	132 111 (24 hour)	
<b>Domestic Violence Line (NSW)</b>	1800 656 463 TTY 1800 671 442 (24 hour)	
<b>Drug and Alcohol Helpline</b>	1800 250 015 or 1800 422 599 (24 hour)	
<b>Kids Help Line (5-25 years)</b>	1800 551 800	



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<b>Beyond Blue</b>	1300 22 4636	
<b>NSW Mental Health Line</b>	1800 011 511	
<b>13YARN</b>	13 92 76	
<b>Lifeline (24 hour)</b>	13 11 14	
<b>Mens Line Australia</b>	1300 78 99 78	Phone and online counselling
<b>Suicide Call Back Service</b>	1300 659 467	
<b>NSW Rape Crisis Centre</b>	1800 424 017	
<b>NSW Aging and Disability Abuse Hotline</b>	1800 628 221	
<b>StandBy Support After Suicide</b>	1300 727 247 (24 hour)	StandBy is 24/7 suicide bereavement, for people bereaved following a suicide. Covering North Coast NSW, Hunter New England and Central Coast region, Western NSW and the Gold Coast