Community Directory for Families

NORTHERN BEACHES

2012/13

Manly Community Centre Inc.

Community Builders Pittwater

Relationships Australia
NEW SOUTH WALES
WELCOME TO THE NORTHERN BEACHES

The Northern Beaches comprises the local government areas of Manly, Warringah and Pittwater. The 28km of coast from the Barrenjoey lighthouse at Palm Beach, in the north, to the entrance of Sydney Harbour, in the south, is known as the Northern Beaches. The area has many beautiful beaches and waterways, as well as wondrous national parks and bushland. We hope you enjoy exploring all that the local area has to offer.

USING THE DIRECTORY

This directory is intended to be a practical tool to help individuals and their families find services in the Manly, Warringah and Pittwater area. The topics covered are among the most important for people trying to find their way in a new area and its community.

We hope the information you will find here will:
• provide some answers,
• give guidance and direction to where you may find out more information, and
• encourage you to ask more questions.

To obtain more specific details on services and facilities you may contact either the Manly Community Centre or Community Builders Pittwater. This directory is also available online at: www.manlycommunitycentre.com.au

Manly Community Centre Inc.

Phone: 9977 1066
Email: mmc1@bigpond.net.au
Web: www.manlycommunitycentre.com.au
Located at: Manly Community Centre
12 Wentworth Street, Manly 2095

Community Builders Pittwater

Phone: 1300 734 120
Email: cbpittwater@ransw.org.au
Web: www.nsw.relationships.com.au
Facebook: www.facebook.com/communitybuilderspw
Located at:
- MWP Community Aid
  3 Gondola Road, North Narrabeen 2101
  (by appointment)
- Avalon Early Childhood Centre
  59 Old Barrenjoey Road, Avalon 2107
  (Friday by appointment)

At the back of the booklet is a ‘My Notes’ section allowing you to add useful contact details and notes that you may come across over time.

This Community Directory for Families is funded by the NSW Department Family & Community Services - Community Builders Program. This is a three year program managed by Manly Community Centre and Relationships Australia NSW.

Disclaimer: This directory is not under copyright. Information contained herein was correct at the time of printing, however, may change without notice. This directory will be updated, so please give us your suggestions and comments. Printed November 2012.
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Source: Google Maps
2 COMMUNITY INFORMATION

Community services, organisations and government agencies providing information in the local community

**Manly Community Centre Inc**
Provides drop-in service, community information, advocacy and welfare referrals.

Phone: 9977 1066  
Fax: 9977 6810

Address: 12 Wentworth Street, Manly 2095

Email: mmc1@bigpond.net.au


Hours: Monday – Friday, 10am – 4pm

Programs include domestic violence service, legal service, volunteer training and recruitment, taxation, Justice of the Peace service, outreach Aboriginal & Torres Strait Islander services, multicultural/migration service, bereavement and family relationship counselling. Fax and photocopying facilities are available to the public.

**Community Builders Pittwater**
Provides community information and can connect you with local services.

Phone: 1300 734 120

Email: cbpittwater@ransw.org.au


Facebook: [http://www.facebook.com/communitybuilderspw](http://www.facebook.com/communitybuilderspw)

Address: c/o MWP Community Aid  
3 Gondola Road,  
North Narrabeen 2101

Avalon Early Childhood Centre  
59 Old Barrenjoey Road,  
Avalon 2107

Hours: Tuesday–Thursday by appointment  
Friday by appointment

Programs include parenting courses, social support groups including walking groups for new parents, intergenerational programs connecting seniors with families and community events.

**Community Connect Northern Beaches, Warringah**
Provides community information, referral and advocacy.

Phone: 9931 7777


Address: 30 Fisher Road, Dee Why 2099  
5 Vuko Place, Warriewood 2102

Hours: Monday – Friday, 9am – 4pm

Programs include Easy Care Gardening service, Justice of the Peace services, carers support services including multicultural carers, support for people from non English speaking background and volunteer training/recruitment service.

**Translating & Interpreting Services (TIS) National**

Phone: 13 1450

Web: [www.immi.gov.au](http://www.immi.gov.au)  
Hours: 24 hours/7 days

If you are not confident in speaking English, to make contact with services listed in this directory, then call TIS. This is a service from the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) accessible from anywhere in Australia for the cost of a local call. TIS can arrange a direct, over the phone interpreting service, between you and the organisation you wish to contact.
Local Councils – Manly, Pittwater & Warringah

Provide local information including event calendar, links to community sites, contact details for local services ie child care, aged services, libraries, planning and environmental services.

Manly Council
Phone: 9976 1500
Email: records@manly.nsw.gov.au
Web: www.manly.nsw.gov.au
Address: 1 Belgrave Street, Manly 2095
Hours: Monday – Friday, 8.30am – 5.00pm

Warringah Council
Phone: 9942 2111
Email: council@warringah.nsw.gov.au
Web: www.warringah.nsw.gov.au
Address: Civic Centre, 725 Pittwater Road, Dee Why 2099
Hours: Monday – Friday, 8.30am – 5.00pm

Pittwater Council
Phone: 9970 1111
Email: pittwater_council@pittwater.nsw.gov.au
Web: www.pittwater.nsw.gov.au
Address: Village Park, 1 Park Street, Mona Vale 2103, and 59A Old Barrenjoey Road, Avalon 2107
Hours: Monday – Friday, 8.30am – 5.00pm

Northern Beaches Community Radio
Broadcasting on 88.7 and 90.3 FM.
Phone: 9451 4887
Web: www.rnb.org.au

Radio Northern Beaches is the community-based radio station serving the northern peninsula of Sydney, Australia. Run by the Manly-Warringah Media Co-operative.

Talking Manly Daily Newspaper
Phone: 1300 847 466
Web: www.visionaustralia.org

3 FAMILY HEALTH & SAFETY

Hospitals, after hours medical centres, baby and early childhood clinics; childhood and youth services; parenting support; domestic violence; mental health; assistance with drug, alcohol and gambling

EMERGENCY HEALTH CARE:

Public Hospitals
Emergency Department, Health Care, Maternity, Crisis Intervention, Mental Health Services

Manly Hospital
Phone: 9976 9611
Address: Darley Road, Manly 2095
Hours: 24 hours / 7 days

Mona Vale Hospital
Phone: 9998 0333
Address: Coronation Street, Mona Vale 2103
Hours: 24 hours / 7 days
If you require urgent or emergency medical treatment you can go to the Emergency Department at your local Public Hospital. These departments are usually open 24 hours / 7 days a week with doctors and nurses on duty. If your condition is serious and you have no transport you should phone 000 to arrange for an ambulance to take you to hospital. Refer to back cover of this booklet for further Emergency Contact Information.

GENERAL HEALTH CARE:

Medicare
The Australian Medicare program provides access to remedial and hospital services for all Australian residents and certain categories of visitors.
Phone: 13 2011
Web: www.medicareaustralia.gov.au
Address: Shop 188, L2, Warringah Mall
Cnr Pittwater Rd & Condamine
St, Brookvale 2100
Shop 20, Centro Warriewood
Jackson Road
Warriewood 2102

Australia’s public health insurance scheme, Medicare, covers the cost of essential medical services and public hospital care. All permanent residents of Australia are entitled to receive a Medicare card. You need your Medicare card when you use the public health service in Australia. Visiting the Doctor or General Practitioner (GP) - provide general medical treatment and are located within the community. Your GP can organise an interpreter on the telephone during your appointment through the Translating and Interpreting Service (TIS).

Community & Family Health Services
Community Health Centres provide a number of services including audiology, dental services (for Health Care Card holders and pensioners), diabetics, community and home nursing, social work, occupational therapy, speech therapy, rehabilitation and geriatric services and health education programs.

Queenscliff Community Health
Phone: 9466 2500
Address: Cnr Lakeside Crescent & Palm Ave, North Manly 2095

Frenchs Forest Community Health
Phone: 9452 4244
Address: 28 Bantry Road,
Frenchs Forest 2086

Mona Vale Community Health
Phone: 9998 0333
Address: Mona Vale Hospital grounds
Coronation St, Mona Vale 2103

(Book to make an appointment)

A comprehensive range of counselling services are also available including personal relationship and family counselling, adolescent counselling, drug and alcohol problems, stress management, mental health and other areas. Not all services are available at each centre. Contact your local community health centre for information on the location of specific services.

Transcultural Mental Health Centre (TMHC)
Phone: 9840 3800
Email: tmhc@swahs.health.nsw.gov.au
Web: www.dhi.health.nsw.gov.au

The TMHC’s clinical service assists people from non English speaking backgrounds who are having difficulties coping with life. This is a free service which is available for people of all ages and language groups.
**FAMILY HEALTH & SUPPORT SERVICES:**

**Pregnancy Help**  
Pregnancy related crisis counselling centre.

Phone: 9905 1974  
Address: Located at rear of 2 Alfred Road, Brookvale 2100  
Hours: Monday & Thursday 9.30am–4.30pm, Friday 10am–4pm

Offers support services for women in need during or after pregnancy, information and referral, emotional support, practical assistance, advocacy and home visits.

**Early Childhood Health Centres**  
Early childhood centres provide advice on the care and development of your baby and young children. A health care interpreter can be arranged if required. Please phone for an appointment with your nearest Early Childhood Centre.

- **Manly Childhood Centre**  
  Phone: 9977 1451  
  Address: Kangaroo Street, Manly 2095

- **Balgowlah Early Childhood Centre**  
  Phone: 9948 8061  
  Address: 9/470 Sydney Rd, Balgowlah 2093

- **Harbord Early Childhood Centre**  
  Phone: 9905 2435  
  Address: 29 Lawrence St, Freshwater 2096

- **Frenchs Forest Early Childhood Ctr**  
  Phone: 9451 7949  
  Address: Cnr Forestway & Warringah Rd, Frenchs Forest 2086

- **Dee Why Early Childhood Centre**  
  Phone: 9971 8041  
  Address: 32A Howard Avenue, Dee Why 2099

- **Narrabeen Early Childhood Centre**  
  Phone: 9913 8870  
  Address: Adj to Tramshed Community Centre 1393 Pittwater Road, Narrabeen 2101

- **Mona Vale Early Childhood Centre**  
  Phone: 9999 2571  
  Address: Adj to Mona Vale Library Park St, Mona Vale 2103

- **Avalon Early Childhood Centre**  
  Phone: 9918 3741  
  Address: 59 Old Barrenjoey Road, Avalon 2107

Provides advice, support, information and home visits to parents on their child's health and development, parent consultancy, health screening, post-natal care and education, healthy lifestyle. Mother's support groups. Information on community resources. Referrals to local services. Please make an appointment or attend drop-in clinic.

**Dalwood Family Care Centre**  
Phone: 9951 0321  
Fax: 9951 0324  
Address: 21 Dalwood Avenue, Seaforth 2092  
Hours: By appointment, referral required from your Doctor

Provides assistance for emotional, psychological and family issues following the birth of a new baby.
**Tresillian Family Care Centre**
Tresillian Parent Help Line 9787 0855 (provides 24/7 parenting advice & support 0-5yo)

Phone: 8962 8300       Fax: 8962 8301
Email: Tresillian.willoughby@sswahs.nsw.gov.au
Web: www.tresillian.net
Address: 2 Second Ave, Willoughby 2068

Residential program offers an intensive style of care for families experiencing difficulties with their infants and young children, 0-2 years of age. Willoughby has a 5 day program and families are offered individually designed management plans.

**Karitane**
Karitane Careline 1300 227 464 (provides 24/7 parenting advice & support 0-5yo)

Phone: 9399 6999       Fax: 9399 8510
Email: karitane.online@sswahs.nsw.gov.au
Web: www.karitane.com.au
Address: 146 Avoca Street, Randwick 2031

Provides support and education for families with children aged 0 - 5 years. Caters for families with special needs. Programs vary including: post natal depression, sleep and settling education, emotional and psychological difficulties, toddler and sibling management and lactation.

**Relationships Australia - Northern Beaches Family Relationship Centre**
Provides relationship support services for individuals, couples, families and communities.

Phone: 9981 9799       Fax: 9984 8042
Email: northernbeachesfrc@ransw.org.au
Address: Level 1, 651 Pittwater Road, Dee Why 2099
Hours: Monday - Friday 9.00am to 5.00pm

Offering counselling, relationship education, mediation and support services.

**Centacare Broken Bay**
A not for profit non-government organisation providing services for families with children under 18 years.

**Brookvale Family Centre**
Phone: 8968 5100
Email: brookvale.reception@dbb.org.au
Address: Unit 9b, 44 Wattle Street, Brookvale 2100

**Naremburn Family Centre**
Phone: 8425 8700
Email: naremburnfc@dbb.org.au
Address: 40 Merrenburn Ave, Naremburn 2065

**Waitara Family Centre**
Phone: 9488 2400
Email: waitarafc@dbb.org.au
Address: 29 Yardley Avenue, Waitara 2077

Web: www.centacarebrokenbay.org.au

Centacare provides parent education, support programs, home and centre based services to families during vulnerable times in their lives.
Be Centre
Phone: 9986 0955
Web: www.becentre.com.au
Address: Unit 11/9 Apollo Street, Warriewood 2102

Supports children, young people and families impacted by emotional, behavioural, and mental health problems by providing a range of counselling programs and support services.

Manly Warringah Pittwater Family & Young Mother’s Support Service
Provides practical or emotional support to families with children. Call for details.

Phone: 9982 9875
Email: fss2@optusnet.com.au
Address: PO Box 556, Dee Why 2099

Provides assistance with relationship or family conflict, parenting education, help with housing, budgeting or legal issues and a weekly playgroup. Special support for young mothers, including a supported playgroup.

Single Mums Support (SMS) Lighthouse
Provides practical support for single mothers.

Phone: 0431 936 031
Email: smslighthouse@gmail.com
Address: 34A Howard Avenue, Dee Why 2099
Hours: Monday – Wednesday 9.30am – 5.00pm

Provides information and referral, advocacy, court support, practical and material aid, fortnightly support group.

Manly Drug Education & Counselling Centre (MDECC)
MDECC provides counselling for young people, parents and families on the Northern Beaches.

Phone: 9977 0711        Fax: 9976 2319
Email: admin@mdecc.org.au
Web: www.mdecc.org.au
Address: 91 Pittwater Rd, Manly 2095

MDECC’s provides harm minimisation to promote mental health, reduce or eliminate the harms associated with drug and alcohol use.

Manly Adolescent & Family Counselling Service
Confidential support for young people and their families living on the Northern Beaches.

Phone: 9976 1486        Fax: 9977 7090
Email: records@manly.nsw.gov.au
Web: www.manly.nsw.gov.au
Address: Manly Youth Centre, Kangaroo Street, Manly 2095

Providing counselling to young people aged 12 – 21 years and their families. Addressing issues such as family relationships, school or work, mental health, drugs and alcohol, violence and sexual identity.
Youth Reach
A non-government youth organisation, run by St Vincent de Paul Society (Vinnie's)

Phone: 9907 2604     Fax: 9907 2478
Email: yrdeewhy@bigpond.net.au
Web: www.youthreach.com.au
Address: 12 Powers Road, Dee Why 2099
Hours: Monday – Friday, 9am – 5.30pm
A youth support service that provides a drop-in centre; music studio as well as outreach programs to young people aged 11-24.

SERVICES FOR SENIORS:

‘Seniors Care Guide” resource booklet provides practical information on a range of services, activities and resources available for the senior community provided by local Councils.

Northern Beaches Community Advisory Service - Community Care (Northern Beaches)
Provides information, referral, assessment and advocacy for frail aged people, people with disabilities, people with dementia and their carers.

Phone: 9979 7677
Email: ccnb@ccnb.com.au
Web: www.ccnb.com.au
Address: Unit 7/8, Level 1, Pittwater Place 10 Park Street, Mona Vale 2103

CCNB provides a range of in-home services including information, advocacy, counselling, case management, respite, podiatry and dementia services. The Community Advisory Service provides information and education on the community service system and the Dementia Advisor educates and advises on matters concerning people with dementia and their carers.

Manly Warringah Pittwater Community Aid Service Incorporated (MWPCAS)
To help frail aged, younger people with disabilities and carers

Phone: 9913 3244
Web: www.mwpcommunityaid.com.au
Address: 3 Gondola Road, North Narrabeen 2101

Social support program for Individuals to be accompanied to access their local community, including medical and social appointments. Home maintenance and modifications to assist people to remain in their own homes and be as independent as possible.

Home Nursing Service – Aged Care Assessment Team (ACAT)
Phone: 1800 350 792

MENTAL WELLBEING:

‘Someone in my family has a mental illness’ resource booklet provides practical information on mental health issues, provided by Northern Sydney Central Coast Health.
**Manly Hospital Extended Hours Team**  
Crisis Intervention and Mental Health Services

Phone: 9976 9611  
Address: Manly Hospital, Darley Rd, Manly 2095

Provides crisis intervention for adults 18-65yr and specialised acute psychiatric care in the community when this is judged a safer, preferable and viable alternative to inpatient care.

**Mona Vale Community Mental Health Team**  
Crisis Intervention and Mental Health Services

Phone: 9998 0410  
Address: Mona Vale Hospital, Coronation Street, Mona Vale 2103

Provides crisis intervention for adults 18-65yr and specialised acute psychiatric care in the community when this is judged to be a safe, preferable and viable alternative to inpatient care.

**Pioneer Clubhouse**  
The Clubhouse is a community organised to support individuals living with the effects of mental illness.

Phone: 9907 9999               Fax: 9948 3980  
Email: mail@pioneerclubhouse.org.au  
Web: [www.sfnsw.org.au](http://www.sfnsw.org.au)  
Address: Lot 2 Quirk Road, off Balgowlah Road, Balgowlah 2093

The service is a mental health rehabilitation program for adults aimed at supporting people who have experienced mental illness. It provides opportunities for people to build long term relationships that in turn support them in obtaining employment, education and housing.

**The Beachside Clinic**  
Youth Sexual Health Services

Phone: 9462 9500  
Address: 14 Pittwater Road, Manly 2095  
Hours: Thursday 2pm – 6pm (no Medicare, no ID)

Clinic offers free testing weekly.

**Northside Enterprise**  
Supporting people to support themselves

Phone: 9905 5377 & 9905 5399  
Email: northside@pacific.net.au & mail@northside-enterprise.org.au  
Web: [www.northside-enterprise.org.au](http://www.northside-enterprise.org.au)  
Address: Unit 5/26 William St, BROOKVALE NSW 2100

Provides services, activities and programs for people with disability (intellectual and/or multiple disabilities). Training programs include transition to work and community participation.
SERVICES FOR ABORIGINAL AND TORRES STRAIT ISLANDER (ATSI):

Manly Community Centre Inc
Indigenous Outreach Workers for tenancy and Centrelink enquiries.
By appointment, contact details refer to page 5 – Community Information

Aboriginal Advisory Service - Community Care (Northern Beaches)
Phone: 9979 7677
Address: Unit 7/8, Level 1, Pittwater Place 10 Park Street, Mona Vale 2103

The Aboriginal Advisory Service provides information, support and advocacy services for Aboriginal and Torres Strait Islander people who are ageing (50+ years) and/or have a disability and their carers. The service aims to help people to improve their health and well being; support their independence to remain living at home; strengthen their family and social relationships and networks; and gain access to support and services.

Arrunga Gibalee Aboriginal Counselling Service
Phone: 9418 8800
Web: www.nsw.relationships.com.au
Address: Neutral Bay, call to make an appointment

The Arrunga Gibalee Aboriginal Counselling Service provides services specifically for Aboriginal people. The service can also help with family relationship difficulties such as issues for the stolen generations, reconnecting with family members, grief and loss, conflict between family members, parenting and communication problems.

Aboriginal Early Years Program, The Benevolent Society
A worker engages with local Indigenous communities and provides parenting support and access to services and support groups.

Phone: 9900 1712
Fax: 9888 3908
Address: PO Box 6075, North Ryde 2113

The service focus is on the development of practical life skills to support families in raising their preschool aged children.

MWP Aboriginal Support Group
Phone: 9913 7940
Email: info@asgmwp.net
Web: www.asgmwp.net

Provide information, events and regular meetings to discuss local indigenous matters.

4 ACCOMMODATION

Housing assistance and support, crisis accommodation, home utility services

PUBLIC HOUSING:

Manly Community Centre Inc
Provides tenancy advice including assistance, advocacy as well as information for people experiencing difficulties with rental and crisis accommodation.
Contact details refer to page 5 – Community Information
**Community Builders Pittwater**
Provides tenancy advice including assistance, advocacy as well as information for people experiencing difficulties with emergency accommodation.
Contact details refer to page 5 – Community Information

**Housing NSW**
Phone: 9971 3600 or 1300 468 746  
Address: 17A/8 Pittwater Road, Dee Why 2099

The Department of Housing provides housing for low income earners such as people receiving pensions. However, in Manly, Warringah and Pittwater, the waiting list for government housing is long. Applications for government housing can be made at the local Department of Housing office.

**Northern Area Tenants Service Inc**
Phone: 9884 9605 or 1800 251 101  
Web: [www.tenants.org.au](http://www.tenants.org.au)  
Address: 17A/8 Pittwater Road, Dee Why 2099

Provides tenants in the northern region of Sydney with information, advice and advocacy services. Free services to all renters in the area including private and public tenants, boarders and lodgers, retirement village tenants, caravan and share – housing tenants.

**CRISIS ACCOMMODATION:**

**Homeless Persons Helpline**
Emergency accommodation
Phone: 1800 234 566

**Manly Women’s Shelter**
Emergency accommodation for homeless single women
Contact details refer to Manly Community Centre, see page 5 – Community Information

Provides short-term emergency accommodation and support for local homeless and at risk women.

**Manly Warringah Women’s Resource Centre**
Emergency accommodation for women escaping domestic violence
Phone: 9971 4499  
Email: mwwrc@optusnet.com.au  
Address: PO Box 556, Dee Why, 2099  
Provides advice, counselling support, short term accommodation for women and dependant children who are victims of domestic violence and for women whose children are victims of sexual assault.

**The Burdekin Association Inc**
Emergency accommodation for young people
Phone: 8976 1777  
Email: burdekin.admin@burdekin.org.au  
Web: [www.burdekin.org.au](http://www.burdekin.org.au)
The Burdekin Association provides family support and medium-long term semi-supported accommodation and a range of integrated care and support services for young people (12-21) and families in the Northern Sydney area.

**Mission Australia Fairlight Centre**  
Emergency accommodation for homeless males over 18 years

Phone: 9949 1832  
Fax: 9949 8271  
Address: Fairlight Centre, 9 Fairlight St, Manly 2095

Accepts referrals from detoxification and rehabilitation units as well as other agencies and self-referrals. Overnight care and safety for intoxicated or drug-affected in its Complex Care Unit (CCU).

**PRIVATE HOUSING:**

**Consumer, Trader and Tenancy Tribunal (CTTT)**  
CTTT’s purpose is to provide quick, informal and inexpensive resolution of disputes.  
Phone: 1300 135 399  
Address: Level 12, 175 Castlereagh Street, Sydney 2000

**Share Accommodation**  

Share accommodation involves sharing a house/unit with other occupants and usually involves sharing common areas and expenses like rent and other bills. Share accommodation advertisements can be found in local publications and websites.

**HOUSEHOLD UTILITY SERVICES:**

Some household utility services that you may need to get connected are:

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<td>Energy Australia</td>
<td>13 1535</td>
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<tr>
<td>Gas</td>
<td>AGL</td>
<td>13 1245</td>
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<tr>
<td>Water</td>
<td>Sydney Water</td>
<td>13 2092</td>
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Other service providers are available, more comprehensive listings can be found in the Yellow Pages phone book or on the internet.

**5 CHILD CARE & EDUCATION**

Library services, childcare, preschools, playgroups, recreational and sporting facilities, and general education support

**Library Services**  
Offering a variety of book, magazine and audio visual lending services for local residents.
Manly Library
Phone: 9976 1720
Address: Market Place, Manly 2095

Balgowlah Seaforth Library
Phone: 9948 4043
Address: Frenchs Forest & Sydney Rd, Seaforth 2092

Warringah Mall Library
Phone: 9942 7999
Address: L2 Warringah Mall, Brookvale 2100

Forestville Library
Phone: 9452 5706
Address: Darley St, Forestville 2087

Dee Why Library
Phone: 9942 2444
Address: 725 Pittwater Rd, Dee Why 2099

Belrose Library
Phone: 9452 3211
Address: Glenrose Place, Belrose 2085

Mona Vale Library
Phone: 9970 1600
Address: Park St, Mona Vale 2103

Terrey Hills Library
Phone: 9450 2216
Address: Booralie Rd, Terrey Hills 2084

Avalon Library
Phone: 9918 3013
Address: 59a Old Barrenjoey Rd, Avalon 2107

Access to local community information, photocopying, word processing and internet facilities. Libraries can also arrange for local community languages books to be available for both adults and children. Library membership available to local residents.

CHILDCARE, PRESCHOOLS, OOSH & PLAYGROUPS:

There are several types of Child Care services available to parents in Manly, Warringah and Pittwater. Services vary according to the age of the child and how long the child is to be looked after. Services may be located at a centre or within a private residence.

Local Councils – Manly, Pittwater & Warringah
Provide comprehensive listings of child care centres, preschools, family day care schemes and out of school hours (OOSH) care for children. Refer to their respective websites. Contact details refer to page 6 – Community Information

Childcare Access Information Service
For information provided by the government about child care services in your local area.
Phone: 1800 670 305
Web: www.mychild.gov.au

Playgroup NSW Inc
For information about playgroups in your area
Phone: 1800 171 882

MyTime Parent Support Group & Playgroup
Cerebral Palsy Alliance
Phone: 1300 302 920
Web: www.mytime.net.au and www.cerebralpalsy.org.au
Address: Meet at McLeod House, 189 Allambie Road, Allambie 2100

This mutual aid parent group / playgroup is for parents, grandparents and carers of children (to age 16) with a disability or chronic medical condition. Most children are aged 0-6. A play
helper and volunteers support the children in a developmental program of singing, drawing, playing with toys etc.

**Northern Beaches Interchange Inc**  
This non-profit agency provides family support and respite to member families having a child with a disability.

Phone: 9970 0500  
Fax: 9970 7763  
Email: admin@nbi.org.au  
Web: [www.nbi.org.au](http://www.nbi.org.au)  
Address: 2 Jacksons Rd, Warriewood 2102  
Hours: Monday – Friday, 9am-5pm

Regular and occasional planned respite programs covering all age groups – early childhood through to youth and young people. Parent support program also offered.

**SCHOOLS:**

**Enrol your children at school**  
Under Australian law children between 6 & 17 years old must attend school. However, children may be enrolled at school earlier, provided they turn five on or before 31 July of that year. You should enrol your children in a school as soon as possible.

**Northern Beaches School Education Area**  
For enquiries about the schools in your local area.

Phone: 9941 3000  
Fax: 9941 3030  
Web: [www.nthbeachesdet.nsw.edu.au](http://www.nthbeachesdet.nsw.edu.au)  
Address: 72 Fisher Rd, Dee Why 2099  
Hours: Monday-Friday, 9am-4.30pm

Local management office of the Department of Education and Training. Administration Centre for the Northern Beaches area. Includes guidance staff, student welfare, and curriculum consultants. Includes 60 government primary and high schools in the area. Special Education consultant.

**Parents’ Guide to School**  
A booklet providing comprehensive school information in many community languages. There are other booklets available.

Web: [www.det.nsw.edu.au](http://www.det.nsw.edu.au)

**ADULT EDUCATION:**

If you need to improve your English, there are a number of agencies that provide English language course. The type of course you can do depends on your visa type, your level of English, how long you have been in Australia and the reason you want to learn English. Some of the organisations offer a range of other courses and tertiary qualifications.

**TAFE (Technical & Further Education)**

Phone: 13 1674  
Web: [www.ksi.tafensw.edu.au](http://www.ksi.tafensw.edu.au)  
Address: 154 Old Pittwater Road, Brookvale 2100
**Adult Migrant English Services (AMES)**  
Phone: 9982 8513  
Address: Level 2, 633 Pittwater Road, Dee Why 2099

**Manly Warringah Community College**  
Phone: 9939 9811  
Web: [www.mwcc.nsw.edu.au](http://www.mwcc.nsw.edu.au)  
Address: Level 1, 14 William St, Brookvale 2100

**Northern Beaches Community College**  
Phone: 9970 1000  
Web: [www.nbcc.nsw.edu.au](http://www.nbcc.nsw.edu.au)  
Address: NBCC Annex, 1525 Pittwater Road, North Narrabeen 2101

**Literacy Network (Manly Warringah Inc)**  
Phone: 9931 7777  
Address: Ann St, Frenchs Forest 2086

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### 6 FINANCIAL & PRACTICAL ASSISTANCE

#### FINANCIAL ADVICE & MATERIAL AID:

**St Vincent De Paul Society, Brookvale Centre**  
Known as Vinnie’s, offers “a hand up” to people in need.  
Phone: 9905 0424  
Fax: 9905 7009  
Web: [www.vinnies.org.au](http://www.vinnies.org.au)  
Address: 638 Pittwater Rd, Brookvale 2100  
Hours: Daily 9am-5pm (appointments are necessary)

Provides personal assistance and material aid with furniture and clothing to financially disadvantaged persons based on home visitation. Financial counselling provides advice and information on a range of topics including money management skills, debts, being a guarantor and bankruptcy. It is a confidential service.

**Salvation Army Northern Beaches Welfare Centre**  
Known as The Salvo’s, offers assistance to those in need.  
Phone: 9977 1304  
Fax: 9977 1304  
Email: [manly.corps@au.救济军.org.au](mailto:manly.corps@au.救济军.org.au)  
Address: 59 Pittwater Rd, Manly 2095  
Hours: Monday – Friday, 8.30am – 1pm

Provides emergency relief to those in financial difficulty ie food vouchers, assistance with accommodation, budgeting and household goods assistance. Provides info, advice and referral.

**Lifeline - Northern Beaches Inc**  
Phone: 9949 5522  
Fax: 9948 5472  
Email: [admin@lifelinenb.org.au](mailto:admin@lifelinenb.org.au)  
Address: 310 Sydney Road, Balgowlah 2093  
Hours: 10am -1pm for welfare assistance (by appointment)
Provides confidential support services including personal and financial counselling, emergency relief, a variety of groups, and support services for the elderly.

**Christians Against Poverty (CAP)**  
Debt management charity  
Phone: 1300 227 000  
Web: [www.capaust.org](http://www.capaust.org)  

Financial counselling service, debt and budget management information.

**The Link - Community Food Care**  
Phone: 9999 0475  
Email: info@link.org.au  
Address: Cromer Community Centre, 150 Fisher Road North, Cromer  
Hours: Fridays 10am – 1pm (food aid)  

Provides affordable groceries, fruit and vegetables accessible for low income earners.

**Multicultural Problem Gambling Service**  
Phone: 1800 856 800  

This is a state wide service offering counselling, information and advice as well as telephone and face to face counselling in a preferred language. Support groups are available for gamblers and their families. Confidential assistance is provided in over forty languages at locations across NSW.

### 7 EMPLOYMENT, LEGAL ADVICE & INFORMATION

**Training and employment assistance; Australian law, advocacy and advice services**

**TRAINING & EMPLOYMENT ASSISTANCE:**

**Department of Human Services**  
Formerly known as Centrelink  
Phone: 13 2468 or 9941 3265  
Web: [www.humanservices.gov.au](http://www.humanservices.gov.au)  
Address: 660 – 664 Pittwater Road, Brookvale 2100

Centrelink is a service for Australian residents to obtain information or assistance from a range of Commonwealth Government programs including government services for unemployed job seekers. Any Australian Resident can register with Centrelink for help in finding a job. Once you are registered you can be referred to the JOB Network, which consists of hundreds of private community and government organisations, contracted to the Commonwealth Government to help find employment.

**Family Assistance Payments**  
Phone: 13 6150  
Web: [www.familyassist.gov.au](http://www.familyassist.gov.au)

If you have dependent children you may be able to receive Family Payment, Parenting Payment and/or Child Care Benefit to help with the costs of raising children. For further information regarding eligibility call or go to the website.
LEGAL ADVICE & SERVICES:

**Manly Community Centre Inc**
Provides free legal advice on Thursday evenings from 6-8pm and the third Saturday of every month from 10am - 12noon. Family law solicitor Monday monthly by appointment. Contact details refer to page 5 – Community Information

**Warringah Community Legal Service**
Provides free legal advice and referrals.

Phone: 0414 793 473  
Email: warringahlegal@gmail.com  
Address: Dee Why Community Centre, 34A Howard Avenue, Dee Why 2099  
Hours: Thursdays 6pm – 8pm

Free legal advice and referrals provided by volunteer local Solicitors and Barristers. No appointment needed and not means-tested.

**NSW Department of Fair Trading**
Assistance with Australian Consumer Law, buying goods and services; tradesperson licence checks when building or renovating; assistance with renting or buying property.

Phone: 13 3220  
Web: www.fairtrading.nsw.gov.au  
Address: 2-24 Rawson Place, Sydney 2000

In NSW, Real Estate agents are required to give all new tenants a copy of the Department of Fair Trading booklet called “The Renting Guide; your rights and responsibilities as a tenant or landlord” The booklet explains everything you need to know and is available in 17 community languages.

**Clerk of the Court & Chamber Magistrate**
Free legal advice

Phone: 9934 4500  
Address: 2 Belgrave Street, Manly 2095  
Hours: By appointment

The Chamber of Magistrate at the Manly Court House can provide legal advice about registry duties including completing documents.

**Anti Discrimination Board of NSW**

Phone: 9268 5555  
Address: Level 17, 201 Elizabeth Street, Sydney 2000

Investigates and conciliates complaints of discrimination in relation to race, sex, sexuality, age, marital status, disability discrimination and carer’s rights and responsibilities.

**NSW Ombudsman**

Phone: 9218 3000  
Web: www.ombo.nsw.gov.au  
Address: Level 7, North Wing, 477 Pitt Street, Sydney 2000

If you have a complaint about the way you have been treated when dealing with Commonwealth Government agencies you can seek assistance by calling the NSW Ombudsman.
Legal Aid Commission of NSW - Manly Regional Office
Phone: 9219 5000
Address: 323 Castlereagh Street, Sydney 2000

The Legal Aid Office gives advice for family, civil and criminal law matters.

Community Justice Centre
Phone: 1800 990 777
Web: www.cjc.nsw.gov.au
Address: Level 13, 227 Elizabeth St, Sydney 2000

The centres provide an alternative to the courts by offering a mediation service between contending parties to assist in resolving their differences. Information about Community Justice is translated into many community languages.

Probation & Parole Service
Phone: 9982 7266
Address: 1st floor, 633 Pittwater Rd, Dee Why 2099

Supervision and guidance of people released from courts on recognisance, or of prisoners on parole. Also administers the community service order programs. Pre-sentence report and preparation. Programs to address offending behaviour.

Law Access NSW
Legal advice
Phone: 1300 888 529

8 MULTICULTURAL & IMMIGRATION

Multicultural and immigration support, culturally and linguistically diverse (CALD) programs, English as a second language (ESL) programs

Manly Community Centre Inc
Provides free immigration advice including Settlement Grants program and Multicultural programs, by appointment.
Contact details refer to page 5 – Community Information

Community Connect Northern Beaches, Warringah
Carer support services including multicultural carers, support for people from non English speaking background.
Contact details refer to page 5 – Community Information

Immigration Advice & Rights Centre
Phone: 9262 3833
Address: Level 5, 362 Kent Street, Sydney 2000

Free telephone service providing immigration information, advice and referral.

Department of Human Services
(formerly known as Centrelink)
“Have you recently moved to Australia to Settle” this is a booklet produced by Human Services and provides information on payments and services you may be able to access if you have recently moved to Australia. Further information can be found on their website
Contact details refer to page 19 – Financial & Practical Assistance
**Translating & Interpreting Services (TIS) National**
TIS can arrange a direct, over the phone interpreting service, between you and the organisation you wish to contact.
Contact details refer to page 5 – Community Information

**The Benevolent Society**
Multicultural Help at Home for people from a CALD background.
Phone: 9975 3174
Web: www.bensoc.org.au
Address: 181 Allambe Rd, Allambie Heights 2100

Community Aged Care Packages provide culturally appropriate assistance by trained bilingual carers to older people needing support to remain living at home. Includes help with bathing, meals, laundry, shopping, transport, and social activities.

**9 TRAVEL & TRANSPORT**

Transport for families and community transport aid for the aged and disabled

**PUBLIC TRANSPORT:**

There is no railway network in the Manly, Warringah and Pittwater areas. The closest railway station is in Chatswood. Buses are the main form of public transport to travel within the district and linking the district to the city, lower and upper north shore areas. There is a ferry system linking Manly to the city. From the city there are transport links throughout the metropolitan area. Contact each service provider for fare costs and timetables.

**State Transit Authority**
Sydney bus, ferry and rail services
Phone: 13 1500
Web: www.statetransit.info

Bus timetables are available online and at bus stops. Ferry timetables are also available on line or at the ferry wharves.

**Forest Coach Lines**
Northern Beaches/North Shore bus services
Phone: 9450 2277
Web: www.forestcoachlines.com.au

Bus timetables are available online and at bus stops.

**Manly Fast Ferry Service**
Manly - City ferry services
Phone: 9583 1199
Web: www.manlyfastferry.com.au

Ferry timetables are also available on line or at the ferry wharves.

**Church Point Ferry Service**
Scotland Island and surround bays ferry services
Phone: 0433 038 408
Web: www.churchpointferryservice.com
Ferry timetables are also available on line or at the ferry wharves.
Palm Beach Ferry Service
Palm Beach/Pittwater/Central Coast ferry services
Phone: 9974 2411
Web: www.palmbeachferry.com.au

Ferry timetables are also available on line or at the ferry wharves.

Manly Warringah Cabs
Phone or book online taxi cab services. Child seat restraints and wheel chair access available.
Phone: 9972 5600
Web: www.manlycabs.com.au

PRIVATE VEHICLES:
Any vehicle driver or rider in Australia must hold a current drivers licence and drive a registered vehicle. New and second had cars are advertised in local newspapers and online. The purchase of a car does not usually include the cost of registration, stamp duty and compulsory insurances.

Roads & Traffic Authority (RTA)
For detailed information on licensing, registration, tolls, road rules and the law.
Phone: 13 2213
Web: www.rta.nsw.gov.au

Registrar of Encumbered Vehicles (known as REVS)
One in five second-hand cars sold privately still has money owing on it! To check if the former owner owes money on a vehicle that has been registered in NSW.
Phone: 9633 6333
Web: www.revs.nsw.gov.au

COMMUNITY TRANSPORT AID:

Easy Transport MWP
Formerly known as Manly Warringah Pittwater Community Transport Incorporated (MWPCT)

Phone: 9971 5110  Fax: 9913 1997
Email: admin@mwpct.org.au  
Web: www.mwpct.org.au
Address: Suite 110, 30 Fisher Road, Dee Why 2099
Hours: Bookings Monday – Friday, 11am - 3pm

Community Transport provides transport services to persons unable to use public transport, who do not have access to, or are unable to afford alternatives. Passengers are collected from their homes and taken shopping (morning) or recreational outings (afternoon). The service also collects passengers to take to specific organisations. Passengers should check eligibility with the service.

Kaddy Transport
Phone: 9972 0242  Fax: 9971 3120
Address: 3 St Davids Avenue, Dee Why 2099
Hours: Bookings Monday – Thursday, 8.30am - 12:30pm
Voluntary organisation provides minibus transport for adults using wheelchairs, or with permanent mobility or vision disability (so unable to use public transport), to medical, hospital, dental appointments or meetings (but no regular ones). 3 buses with hoists and wheelchair security.

**LinC Pittwater Transport**  
Phone: 9451 0872 Warringah & 9973 1777 Pittwater  
Web: [www.lincnational.org.au](http://www.lincnational.org.au)

### 10 LOCAL ENVIRONMENT

*Information on beach safety, local flora and fauna, environmental centres*

**Surf Life Saving Australia & NSW**  
Be safe and always swim between the red and yellow flags  

Surf Life Saving is Australia's major water safety, drowning prevention and rescue authority. They create a safe environment on Australia's beaches and coastline through patrols, education and training, public safety campaigns and the promotion of health and fitness.

**Australian Flora & Fauna**  
Unique plants and animal facts, including information on dangerous animals  

If urgent medical assistance is required – phone 000 or refer to the back cover of this information booklet for emergency contact information and phone numbers.

**Manly Environment Centre (MEC)**  
Phone: 9976 2842  
Web: [www.mec.org.au](http://www.mec.org.au)  
Address: 41 Belgrave Street, Manly 2095

Provides courses, tours and events, advocacy, research, education and resource centre providing info on the area’s unique flora and fauna. Works to protect the local environment by enabling and encouraging community involvement and love of the environment.

**Coastal Environment Centre (CEC) – Pittwater**  
Phone: 1300 000 232  
Address: Lake Park Road, North Narrabeen 2101  
Hours: Monday – Friday, 9am – 5pm

The CEC is a regional community environmental learning centre, committed to excellence in environmental education, and engaging our community in the transition towards a sustainable future. The Centre has a focus on local biodiversity and ecosystems, coastal management, sustainability and climate change.

**Kimbriki Resource Recovery Centre**  
(formerly known as Kimbriki Tip) + Eco House & Garden  
Phone: 9486 3512  
Web: [www.kimbriki.com](http://www.kimbriki.com)  
Address: Kimbriki Road, off Mona Vale Road, Ingleside 2101
Waste management education and practice, through the use of innovative technologies and management systems that maximise resource recovery. Focus to divert waste from landfill in line with State Government and SHOROC waste management objectives. Provides programs through the Eco House & Garden facility, recycling and buy back centre.

**NSW Visitors Information Line**  
*Phone:* 1800 067 067  

**National Public Toilet Map locations**  
*Phone:* 1800 990 646  

**Sydney Harbour National Park & Wildlife Service (NPWS)**  
*Phone:* 9247 5033  

**NSW Wildlife Information, Rescue and Education Service Inc (WIRES)**  
*Phone:* 1300 094 737  
*Web:* [www.wires.org.au](http://www.wires.org.au)

**Royal Society for the Prevention of Cruelty to Animals (RSPCA)**  
*Phone:* 9770 7555 & 1300 278 3589 (animal cruelty reporting)  

**Animal Welfare League (AWL)**  
*Phone:* 8899 3333 (for all animal adoption and surrender enquiries)  

**Manly Council Dog Pound**  
*Phone:* 8966 3885  
*Address:* 8 Roseberry Street, Manly 2095

**Warringah & Pittwater Council Dog Pound**  
Pittwater Animal Hospital  
*Phone:* 9913 7979  
*Address:* Cnr Pittwater Rd & Arnott Crescent, Warriewood 2103
MY NOTES

Name of Service Provider: .......................................................... ........................................
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QUICK FIND

Local Services
Manly Library ................................................................. www.manly.nsw.gov.au
Warringah Library ........................................................... www.warringah.nsw.gov.au
Pittwater Library ............................................................ www.pittwater.nsw.gov.au
Lincs Database – local community organisations ................. www.datadiction.com.au
Sydney’s Child Magazine .................................................. www.webchild.com.au
Your Child in the Northern Beaches .............................. www.yourchildinthenorthernbeaches.com.au

Useful Websites
Attorney Generals Department ........................................ www.ag.gov.au
Best for Kids (Legal Aid) .................................................. www.bestforkids.org.au
Bullying, creating change, and safety ................................. www.bullyingnoway.com.au
Community Connect Northern Beaches .......................... www.norbeachconnect.com.au
Family Court ................................................................. www.familycourt.gov.au
Kids Helpline ............................................................... www.kidsshel.com.au
Manly Community Centre Inc ........................................... www.manlycommunitycentre.com.au
Parenting Research Centre .............................................. www.parentingrc.org.au
Raising Children Network ................................................ www.raisingchildren.net.au
Relationships Australia .................................................... www.nsw.relationships.com.au
Resourcing Parents: Strengthening Families ...................... www.resourcingparents.com
Secretariat of National Aboriginal & Islander Child Care .... www.snaicc.asn.au

PUBLIC TRANSPORT

Refer to published timetables for operating hours

Bus Services
State Transit Authority - Northern Beaches/City .................. 13 1500
Forest Coach Lines - Northern Beaches/North Shore ............. 9450 2277

Ferry Services
State Transit Authority - Manly/City .................................. 13 1500
Manly Fast Ferry - Manly/City .......................................... 9583 1199
Church Point Ferry Service - Scotland Island/Bays .............. 0433 038 408
Palm Beach Ferry Service - Palm Beach/Pittwater/Central Coast 9974 2411

Taxi Cabs
Manly Warringah Cabs ..................................................... 9972 5600
EMERGENCY CONTACT INFORMATION

All emergency services are available 24hours / 7 days

Emergency Services
Ambulance / Fire / Police ................................................................. 000
Ambulance from a mobile phone ....................................................... 112
State Emergency Services (SES) ....................................................... 13 2500
Rural Fire Service (Terrey Hills) ....................................................... 9450 3000

Poisons Information Centre .............................................................. 13 1126

Police
Broken Bay Water Police ................................................................. 9910 7899
Dee Why ......................................................................................... 9971 3399
Manly ............................................................................................. 9976 8099
Mona Vale ....................................................................................... 9998 0699

Hospitals
Manly ............................................................................................. 9976 9611
Mona Vale ....................................................................................... 9998 0333

Alcoholics Anonymous ................................................................. 9799 1199

Crisis Mental Health Team .............................................................. 9976 9611

Dads in Distress .............................................................................. 1300 853 437

Domestic Violence Helpline ........................................................... 1800 656 463

FACS Helpline (formerly known as Docs) ........................................ 13 2111

G-Line (NSW) Gambling Hotline .................................................... 1800 633 635

Homeless Persons Helpline (HPIC) .................................................. 1800 234 566

Kids Helpline .................................................................................. 1800 551 800

Lifeline ............................................................................................ 13 1114

Mensline ......................................................................................... 1300 789 978

North Sydney Sexual Assault Services .............................................. 9926 7111

Parent Line ...................................................................................... 1300 130 052

Quitline Drugs & Alcohol ............................................................... 13 7848

Rape Crisis Centre NSW ............................................................... 1800 424 017