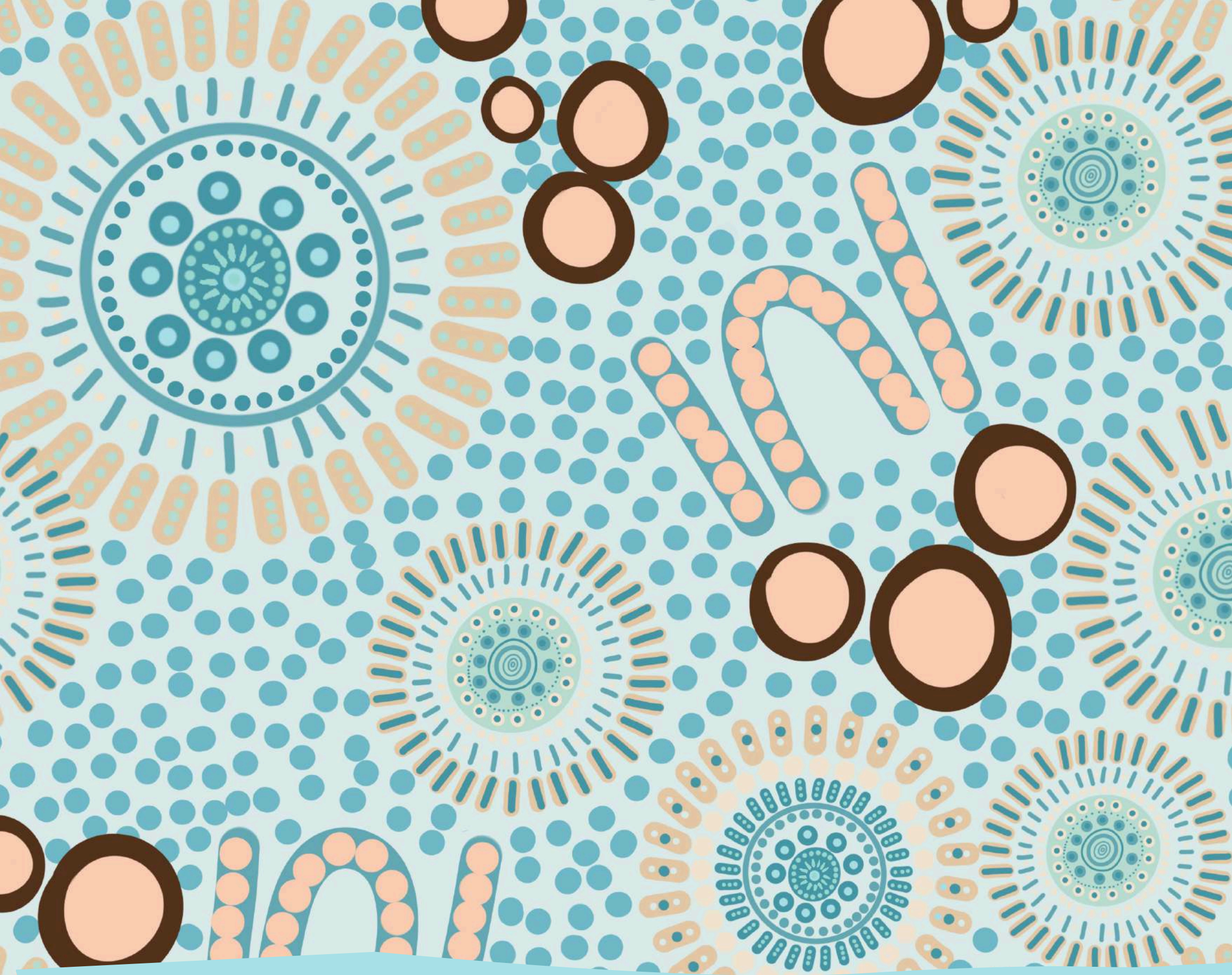


# FAMILY RESOURCES

BANKSTOWN NORTH PUBLIC SCHOOL








WE WOULD LIKE TO PAY OUR RESPECTS AND ACKNOWLEDGE  
THE TRADITIONAL CUSTODIANS OF THE LAND AND ALSO PAY  
RESPECT TO ELDERS BOTH PAST AND PRESENT.

THE ILLUSTRATIONS IN THIS DESIGN WERE CREATED BY [SHERI SKELE](#), ALSO KNOWN AS [BIGI NAGALA](#), A PROUD  
BIDJARA WOMAN AND CONTEMPORARY ABORIGINAL ARTIST. HAILING FROM SOUTH WEST QUEENSLAND'S BIDJARA  
LAND, RICH IN INDIGENOUS HERITAGE, HEALING SITES, PRISTINE BUSHLANDS, LAGOONS, WILDLIFE, AND ANCIENT  
WATERWAYS, HER WORK BEAUTIFULLY CAPTURES THIS SACRED LANDSCAPE.





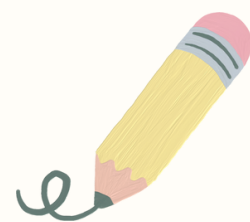
**WELCOME TO THE BNPS FAMILY RESOURCE BOOKLET! THIS GUIDE IS DESIGNED TO PROVIDE YOU WITH VALUABLE INFORMATION ON AVAILABLE SERVICES AND UPCOMING EVENTS THAT MAY BENEFIT YOUR FAMILY. WE HOPE THIS RESOURCE HELPS YOU CONNECT WITH USEFUL OPPORTUNITIES AND SUPPORTS YOUR CHILD'S EDUCATIONAL JOURNEY.**

**IF YOU HAVE ANY QUESTIONS OR NEED FURTHER ASSISTANCE, PLEASE DON'T HESITATE TO REACH OUT TO OUR STAFF.**





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# Supported playgroup

➤ ***Koorana Child & Family Services provides learning opportunities for all children and their families across Sydney.***

## **What is supported playgroup?**

Supported playgroups provide a structured learning environment where your child can socialise, play, and develop new skills. Koorana's supported playgroups are run by experienced Early Childhood Educators and Support Workers, who provide different activities suitable for a variety of children depending on their age and stage of development.

Staff will provide you with information about other services and community activities, as well as giving practical parenting advice.

## **What are the benefits of playgroup?**

**Children meet other children in the local community and learn;**

- The skills to prepare them for other educational settings such as preschool, day care, and school;
- To build independence and resilience to help them cope with change.

Parents and carers learn fun new activities to do at home to assist their child's development. This helps to build new connections between children and parents or carer as they play together and share new experiences.

Playgroups help to establish local, supportive social networks and can also provide links to local community services

## **Who can come to a playgroup?**

Playgroup is FREE and open to ALL families with children aged 0 to 6 years of age. All parents, grandparents and carers are welcome to join us. We welcome children of all abilities and cultural backgrounds.

## **Where can I go to a playgroup?**

Koorana run a range of playgroups in community halls and parks across the Bankstown and Canterbury region. Please contact us to find a playgroup near you.

## **How long does playgroup go for?**

Playgroup runs for two hours from 10AM-12PM. They are run on various weekdays during school terms.

## **What does playgroup cost?**

Playgroup is FREE and everyone is welcome.

## **What if I do not speak English?**

We can arrange an interpreter for you if needed.

## **FOR MORE INFORMATION**

Call us **02 8321 9600**

Email us **[enquiries@koorana.org.au](mailto:enquiries@koorana.org.au)**

 **@koorana**

 **[koorana.org.au](http://koorana.org.au)**





# Join Our Playgroup!

*Fun and engaging activities for children under school age*

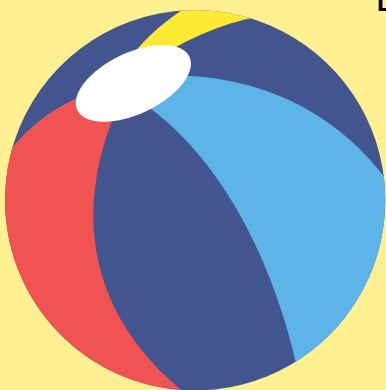
**Every Wednesday**  
**11:00 am – 12:30 pm**

Bankstown Women Health Centre  
24 Jacobs Street

**Karitane  
Supported  
Playgroup**

**Contact Us:**

KRTNE-LinkingFamilies@health.nsw.gov.au  
9754 2655







**The Smith  
Family**

Learn today, change tomorrow.

# ***Learning for Life***

**Learning programs for  
primary school children**



Program Guidebook – March 2025



# Creating brighter tomorrows

Welcome to the *Learning for Life* program guidebook. Taking part in our programs is an exciting journey for your family. Here, you'll find an overview of the fantastic opportunities and programs available to support your child's ongoing learning and success at school and beyond.

Our program availability does depend on the community you live in and school your child attends.

We understand that success at school is about so much more than what happens in the classroom.

That's why *Learning for Life* focuses on supporting your child and partnering with your family. We also work with schools, local community services, and community and cultural leaders.

We want to help solve problems together and connect you to the right services when you decide that's what your family needs. Our range of learning and mentoring support programs help your child build skills, knowledge, motivation, self-belief and positive relationships.

This support can help your child stay engaged with school and develop rewarding career pathways for life after school.



# Our current programs

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## Learning Clubs

**Year K-6**  
students



Your child will attend an out-of-school hours learning club, designed to offer your child extra learning support that will have a positive effect in their everyday school life.

### What do Learning Clubs involve?

Your child will attend a one-hour session per week for 18 weeks or more outside school hours, either at school or a local community venue. Learning Clubs are supported by tutors.

Learning Clubs provide:

- ✓ Activities that support school-based learning
- ✓ Support with a specific skill set or homework
- ✓ Support with test or exam preparation
- ✓ Confidence building to participate more fully in their school-based learning

*"It has made school easier.  
It has improved my results in most  
subjects."*



**– Learning Club  
participant**

*"I like coming because I can  
come, access a Laptop, get help  
and get my work done."*

**– Ben,  
Learning Club  
participant**





## Career Activities

**Year 3–6**  
students



Career Activities are designed to support your child as they start to learn about the world of work.

### **What do Career Activities involve?**

Career Activities can take place at school or in the community. Each activity is designed to introduce primary school children to the world of work and to start providing them with the information they will need once they start considering their post-school future.

### **Did you know?**

Young people who can recall four or more structured career activities across their school life are five times less likely to be unemployed or disengaged from education or training as a young adult.\*





## student2student

Year 3–6  
students



Our student2student program matches students who have reading difficulties with an older student buddy who helps and encourages them with their reading.

### What does student2student involve?

Your child and buddy receive a login for an online library, Chatty Kids. Their reading buddy contacts your child via Chatty Kids two or three times a week for at least 20 minutes, over 18 weeks. Your child reads to their buddy, who uses the skills learnt in training to assist them with their reading and offers encouragement and praise. Their buddy keeps a simple record of each phone call and reports progress to a volunteer supervisor fortnightly.

### Who is eligible?

- Year 3 and 4 students up to 2 years behind in reading
- Year 5 and 6 students up to 4 years behind in reading

Your child can apply in Term 1 of the school year.

*"It was good reading to someone that I didn't know because they didn't judge me when I made mistakes."*

**– student2student participant**

*"The best part about being involved with student2student [is] knowing that I was helping my buddy, not just in school but for the rest of her life."*

**– student2student buddy**





## Future Seekers

**Year 5-6**  
students



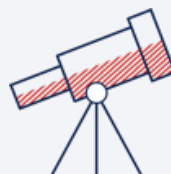
Future Seekers is an interactive program that introduces your child to the world of work. It provides them with information and tools so they can start thinking about their post-school futures.

### What does Future Seekers involve?

Your child will attend five to six one-hour sessions during school hours. In these sessions, they'll explore their skills and interests in a fun, imaginative and interactive setting. The program is run by a trained facilitator.

*"I've learnt about careers I didn't even know existed. I didn't realise how many opportunities were out there that I can take."*

**– Talon,  
Future Seekers  
participant**





# Kidpreneur Ninjas Academy

Year 5-6  
students



The Kidpreneur Ninjas Academy is a program that introduces students to business and finance skills. It helps young people learn and build the critical skills they'll need in the future world, while beginning to explore different career pathways available to them.

## What does Kidpreneur Ninjas Academy involve?

This is a teacher-led program, where your child will complete a project to build their own micro-business.

Children attend sessions at school during school hours, working in teams to complete 10 activities. They will create, make, and sell their own products or services at a market or showcase day.

Entrepreneurship is a powerful way for your child to develop important hard and soft skills for the future\*:

- ✓ Problem-solving
- ✓ Creativity and critical thinking
- ✓ Digital literacy
- ✓ Leadership
- ✓ Confidence and resilience





## Passport to Success

**Year 6**  
students



Our Passport to Success program prepares your child for the important and big move from primary school to high school. It equips them with the skills and knowledge for life at high school.

Your child can also ask questions and hear from a secondary student about their high school experience. The program is run by a trained facilitator.

### What does Passport to Success involve?

Over six one-hour sessions during school hours, your child will learn skills to assist with the increased workload at high school, like:

- ✓ Time management
- ✓ Planning
- ✓ Goal setting
- ✓ Motivation to engage with learning
- ✓ What to expect in high school

*"I like how they tell us what we have to know to get ready for next year and gives me a lot of information about high school."*

**– Year 6 student**

*"It has helped me try to make a routine and has made me more confident about high school."*

**– Year 6 student**



# Programs for parents and carers

## Saver Plus

18 years old  
and above



Saver Plus is a 10-month financial education support and matched savings program. It's delivered in partnership with ANZ, to help families on a tight budget manage their money and develop long-term saving habits.

Participants receive up to \$500 in matched savings when they complete the program, which can be used for educational costs such as computers and tablets, textbooks, and uniforms.

### Who can join Saver Plus?

To join the Saver Plus program, you must:

- ✓ Have a Centrelink Health Care or Pensioner Concession Card and an eligible\* Centrelink payment
- ✓ Be at least 18 years old
- ✓ Have some regular income from work\* (yourself or your partner) including casual, part-time, full-time or seasonal work or child support
- ✓ Have a child at school or attend vocational education yourself

### How Saver Plus works

1. Goal setting: Set a savings goal with your delegated Savings Coach for your education-related item(s).
2. Saving: Open an ANZ Progress Saver account and save regularly over 10 months.
3. Education: Complete our virtual MoneyMinded financial education workshops.
4. Matching: Reach your savings goals and have your savings matched up to \$500.

*"If it had not been for Saver Plus, my kids would have gone months without school. Thanks to my savings, I got two laptops and one tablet. I still had \$200 left for food. It's just a brilliant program and I've been letting everyone know about it!"*



**– Cassie,  
Saver Plus  
participant**

**To apply please call 1300 610 355  
or [click here](#)**

\*Many types of income and Centrelink payments are eligible. Get in touch with your Saver Plus Coordinator for more information.





## Let's Count Parent Tool

Parents of children  
aged 3–5



The *Let's Count* Parent Tool provides parents and carers with everyday activity ideas to introduce their child to maths.

### Who can use the *Let's Count* Parent Tool?

The *Let's Count* Parent Tool is for parents and carers with a child aged 3 to 5 years old.

### Did you know?

By nurturing your child's learning at home and in the everyday you are helping your child form a positive attitude about learning and an interest in discovery that will aide them in later academic achievement.

### What does the *Let's Count* Parent Tool involve?

The *Let's Count* Parent Tool is designed to share everyday activities with you, so you can support your child's maths learning. For example, showing your child how to count the change and weigh the fruit while you're out shopping. These activities help children notice, explore and talk about maths in the everyday.

To access the *Let's Count* Parent Tool search for 'Let's Count Bot' in Facebook Messenger or [click here](#).

# Interested in joining a *Learning for Life* program?

Our teams are always here to help.

We want your child to get the most out of *Learning for Life* and the great opportunities it offers.

If you'd like to know more about any of our *Learning for Life* programs or how to join, chat to your Family Partnership Coordinator.

We can't wait to see what your child will achieve.



**The Smith  
Family**

Learn today, change tomorrow.





# Building stronger families

**The program and case work helps you to:**

- start a safe life for you, your former or current partner and your children
- see your unsafe behaviours and change to safe ones
- realise what domestic & family violence is, and how it affects the ones you love
- do something about stopping your abuse; and
- to see your strengths.

All without judgment.

**Weekly  
group sessions  
and case  
management  
in Arabic**

Funded by  
Women NSW

*Relationships Australia*<sup>®</sup>  
NEW SOUTH WALES

**SSI**   
settlementservices  
international

# Building stronger families

## Men's Behaviour Change Program in Arabic

The Building Stronger Families Program is the first big step when you want to try something different. Something other than abuse or violence. If you feel like you are ready to face your behaviour and learn what being a safe partner and/father looks like, and how to be one.

If you want to know about how to start building safety, trust, love and respect; this program could be for you.

To get the most out of it, you need to attend regular one-on-one casework sessions (by phone/ video/face-to-face) and do an 18-session group-based men's behaviour change group program. This is where men support each other with the strength to change, without judgment.

We help you to see the thoughts and behaviours that can either build or destroy relationships. At the heart of this program, is the safety of women and children. So, we provide support for partners and former partners too.

**When:** Rolling intake. Accepting referrals now  
(Please note the group will not run in school holidays)

**Where:** Fairfield

**Cost:** FREE!

### Information and booking:

To make a booking or for more information please call  
Maysoon on 02 8811 0000

**[ssi.org.au](http://ssi.org.au)**





**An Australian Government Initiative**



## **What is Carer Gateway?**

Carer Gateway is a new national service funded by the Australian Government. Carer Gateway includes a website and phone service for carers to access practical information and support.

## **Who is Carer Gateway for?**

If you help a family member or friend who has a disability, chronic illness, dementia, mental illness, an addiction or is frail aged, then Carer Gateway could help you.

Carers can be family members or friends, they can be parents, children, siblings, grandparents or neighbours. Some carers look after another person 24 hours a day and help with daily living activities, while other carers look after people who are fairly independent but need help with some everyday tasks.

## **How can Carer Gateway help me?**

Carer Gateway provides a range of information that can help carers in their role, from practical advice and resources, to help finding support services including:

- information on the types of care and stages of caring;
- advice on how to look after yourself while caring for someone;
- managing day to day care;
- legal and financial support considerations;
- what to do in an emergency or crisis situation;
- help on combining caring with work or study.

Carer Gateway website also has information for carers including young carers, older carers, working carers, Aboriginal and Torres Strait Islander carers and culturally and linguistically diverse carers. If you are looking for a particular service or would like to know what types of services you may be eligible for, Carer Gateway can help. You can call 1800 422 737 or use the find a service tool on the website. By answering a couple of questions, Carer Gateway will provide you information on services in your area, to suit your needs.

## How do I contact Carer Gateway?

Carers can call **1800 422 737** by phone Monday – Friday between 8am and 6pm to speak to our helpful, Australian-based team.

Through the website you can request for someone to call you back at a convenient time. Look on [www.caregateway.gov.au](http://www.caregateway.gov.au) for the 'Request a call back' button, at the bottom of every page.

## What if I am already receiving carer support services?

There are no changes to how carers currently access support services and carers can continue to directly contact their existing service providers.

## What if English is not my first language?

If you are more comfortable having a conversation in a language other than English, you can phone the Translating and Interpreting Services (TIS) on **131 450**. TIS can translate in more than 100 languages and is available 24 hours a day, 7 days a week.

## What if I can understand English, but have difficulty reading it?

Carer Gateway website includes a read aloud function provided by Readspeak which automatically changes written text to speech, providing an audio version of the information on the website.

Simply click the "listen" button on any page and it will be read aloud to you.

## What if I have a hearing or speech impairment?

If you have a hearing, speech or vision impairment, you can contact Carer Gateway through the National Relay Service (NRS) in two easy steps:

1. Visit the National Relay Service website ([www.relayservice.gov.au](http://www.relayservice.gov.au)) to choose your preferred access point.
2. Ask for Carer Gateway on **1800 422 737**.

## More information

For more information about Carer Gateway, please browse this website or call **1800 422 737**, Monday to Friday 8am to 6pm.





# Rent Choice

## Factsheet for clients

### Need help finding a safe and affordable place to rent?

Rent Choice is a private rental subsidy that helps you pay part of the rent for up to three years. It also helps you set up and maintain your tenancy and connects you with training and employment opportunities.

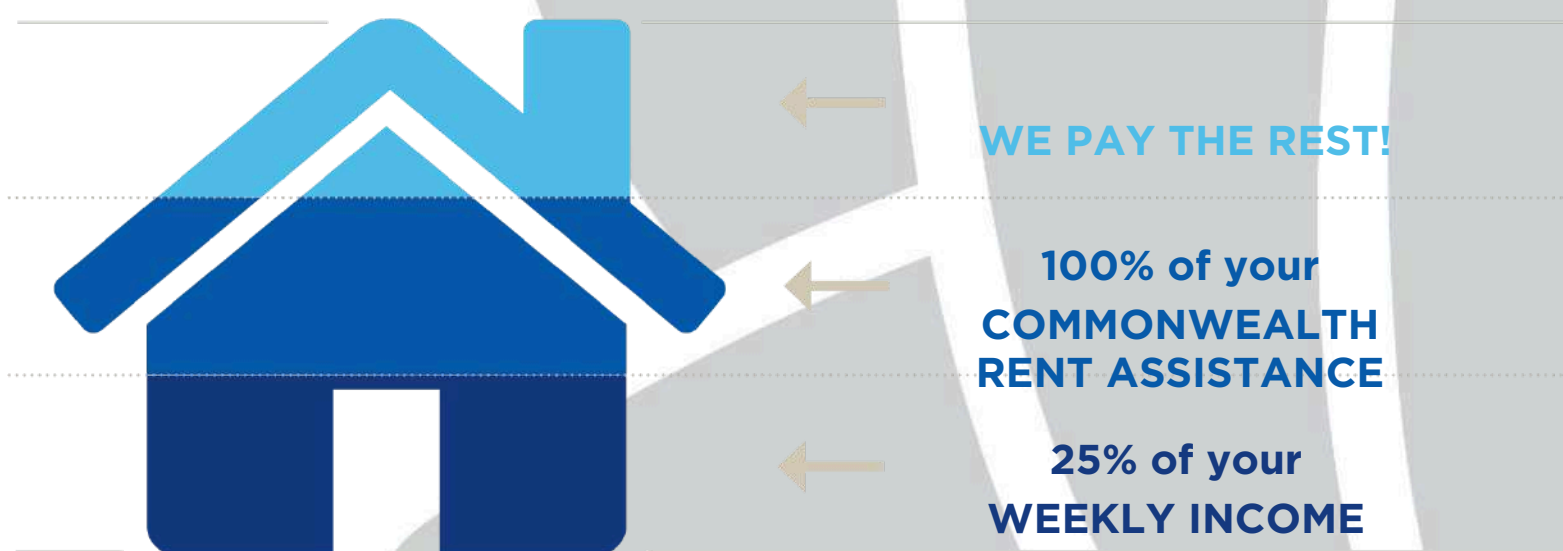
You may be eligible for Rent Choice if you are homeless, or at risk of homelessness, and:

- have experienced a major financial setback such as illness or job loss; or
- don't have a stable and secure place to live because of domestic or family violence; or
- are a young person up to the age of 24; or
- are a veteran who has served in the Australian Defence Force; or
- are a current DCJ social housing tenant transitioning into the private rental market.

### How does it work?

For the first 12 months, you pay 25% of your weekly income plus 100% of any Commonwealth Rent Assistance you may be entitled to get. Once you have paid your part of the rent, we pay the rest directly to the landlord or real estate agent. The amount you pay will go up gradually after 12 months, but we will discuss this with you closer to the time.

How you pay your rent can include wages, government allowances, benefits and child support payments. Your income can increase and you can still continue to receive Rent Choice.





# Rent Choice

## Factsheet for clients

### Am I eligible?

To be eligible for Rent Choice you must:

- be an Australian citizen or permanent resident
- be a NSW resident
- meet income eligibility limits
- not own any assets or property which could resolve your housing need
- be able to sustain a tenancy in the private rental market.

Further eligibility criteria apply.

### How do I find out more?

Find out more about Rent Choice online at **[www.facs.nsw.gov.au/rentchoice](http://www.facs.nsw.gov.au/rentchoice)**

You can also call the Housing Contact Centre on **1800 422 322** or visit your local DCJ Housing office or participating community housing provider to learn more.

### Changes to Rent Choice

We're always trying to improve the way we work. How we deliver Rent Choice may change after July 2020. Check our website for updated information closer to this time.





THE SALVATION ARMY IS ABLE TO SUPPORT INDIVIDUALS AND FAMILIES WITH A WIDE RANGE OF SUPPORT WHICH CAN INCLUDE ANY OF THE FOLLOWING:



Aboriginal and Torres Strait Islander programs



Aged Care Services



Alcohol and other drug services



Doorways and emergency relief



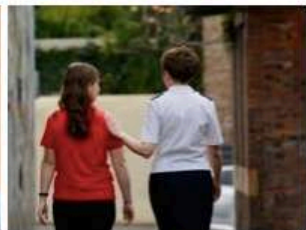
Emergency and Disaster Response and Recovery



Employment Plus



Family and Domestic Violence



Fighting modern slavery



Homelessness services



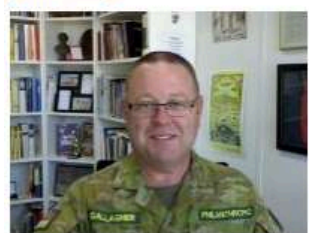
International development partnerships



Moneycare



National Chaplaincy



Red Shield Defence Services



Salvos Funerals



Salvos Stores and op shops



Specialist parenting programs



Youth services

## FINANCIAL COUNSELLING

The Salvation Army's offers a free Moneycare financial counselling service.

*Can offer support if you are experiencing:*

- difficulty paying your rent or mortgage
- unable to pay your electricity or phone bill
- wanting help managing your fines
- finding it tough to make ends meet
- having trouble keeping up with loans

**LINK:**

<https://www.salvationarmy.org.au/need-help/financial-assistance/financial-counselling/#youretheboss>

**LINK:** <https://www.salvationarmy.org.au/about-us/our-services/>



# Anglicare

## HELP WITH RENT AND BOND

Anglicare offers assistance for individuals and families struggling with rental arrears or needing help with bond payments. This service aims to prevent homelessness by providing financial support to cover overdue rent or bond costs. It is designed to help those facing temporary financial difficulties or unexpected crises that affect their ability to maintain stable housing. To access this assistance, individuals typically need to demonstrate financial hardship and meet eligibility criteria set by Anglicare.

**LINK:** <https://www.anglicare.org.au/community/financial-assistance/rental-arrears-and-bond-assistance/>

## FINANCIAL COUNSELLING

Anglicare's financial counselling service offers support for people experiencing financial difficulties. The service provides personalised advice to help clients manage their finances, understand their financial situation, and develop strategies to improve their financial health. Financial counsellors assist with budgeting, debt management, and negotiating with creditors. They also provide guidance on accessing other forms of financial assistance. This service is aimed at helping clients regain control over their financial situations and make informed decisions.

**LINK:** <https://www.anglicare.org.au/community/financial-assistance/financial-counselling/>

## LOOKING FOR SPECIFIC SUPPORT?

This service directory allows individuals to search for specific types of support or services offered by Anglicare. It provides a comprehensive list of available programs and services across various locations, allowing users to find assistance based on their needs and geographical area.

By using this search tool, individuals can easily locate services related to financial assistance, housing support, counselling, and other community resources that Anglicare offers. This tool is useful for finding targeted help and connecting with appropriate services efficiently.

Access the link below, and you will be able to search for specific services or support you are looking for:

<https://www.anglicare.org.au/community/locations/epsremainingpath=/&lookingfor=101&service=1581>





**108 Moore Street**  
Liverpool, NSW 2170



**Level 2  
178 Queen Street**  
Campbelltown, NSW 2560



**info@wsnrc.org.au**  
Email us



**referrals@wsnrc.org.au**  
Refer a client



**02 8778 1200**

Monday: 9-5pm  
Tuesday: 9-5pm  
Wednesday: 9-5pm  
Thursday: 9-1pm  
Friday: 9-5pm

# WESTERN SYDNEY MIGRANT RESOURCE CENTRE

Western Sydney MRC work with newly arrived migrants, refugees, and diverse communities. They provide a range of services and programs, from casework to community program facilitation. They ensure that their program, events and support are based on the clients' and community's needs and wants.

## Some of their services include:

- Financial crisis
- Settlement/ Newly Arrived Support
- MiWork Employment Program (supporting you through the key stages of finding work, includes skills, interest and working towards meaningful employment).
- Specialised Support
- English Connect (support for learning English)
- MiLivelihood Women's Employment (focuses on supporting women who have not worked before)
- Youth Programs
- Men's Groups
- Parenting Program
- Families Program

**Link:** <https://wsnrc.org.au/services/>

# Low Cost & Free Meals Directory



## Bankstown Area - Meals

Organisation	Location & Phone Number	Services	Cost	Day / Time & Conditions of Use	Additional Support
<b>Campsie Uniting Church</b>	36 Evaline St, Campsie 0409 648 623	Centre based meal	Free	Thurs 10am – 12.30pm <i>Call to register</i>	
<b>Meals on Wheels Canterbury</b>	2 Carrington Street, Campsie (02) 9718 3093	Home meal delivery	\$8	Mon - Fri 8am - 3pm <i>Call to register</i>	
<b>Meals on Wheels Bankstown</b>	202 Waterloo Rd, Greenacre (02) 9707 9646	Home meal delivery	Fees apply	Mon - Fri 11.30am - 1pm <i>Call to register</i>	
<b>Meals on Wheels Bankstown: Greenacre Senior Citizen Centre</b>	202 Waterloo Rd, Greenacre (02) 9707 9883	Centre based meal	\$12	Twice monthly Tues 10.30am – 2pm <i>Call to register</i>	
<b>Chester Hill Neighbourhood Centre: Chester Hill Guide Hall</b>	89-91 Waldron Road, Chester Hill (02) 9645 3700	Centre based meal	\$10	Wed 10am – 1pm <i>Call to register</i>	
<b>Exodus Foundation Lakemba</b>	75 Holden St, Lakemba (02) 8752 4600	Centre based meal	Free	Mon, Thurs, Sat 8.30am – 9am	MS
<b>Exodus Foundation Lethbridge Park</b>	394 Luxford Rd, Lethbridge Park (02) 8752 4600	Centre based meal	Free	Mon – Sat 10am – 10.345am 11.30am – 12.45pm	MS
<b>Muslim Women's Association</b>	47 Wangee Road, Lakemba (02) 9750 6916	Frozen meals	Free	Mon - Fri, 9am - 5pm <i>Call to check availability</i>	MS FS
<b>Riverwood Community Centre</b>	151 Belmore Road North, Riverwood (02) 9533 0100	Centre based meal	Free	Mon 5pm – 6pm	
<b>Salvation Army: Courtyard Café</b>	42 Raymond Street, Bankstown	Centre based meal	\$2 - \$4	Wed 10am - 2pm	FS

## Bankstown Area - Hampers

Organisation	Location & Phone Number	Services	Cost	Day / Time & Conditions of Use	Additional Support
<b>Bankstown Women's Health</b>	24-26 Jacobs St, Bankstown (02) 9790 1378	Food parcels	\$2 contribution	Thurs 9am – 12pm <i>Women over 18yo. Call Mon 10am -11am to register and for pickup time</i>	WS FS
<b>Community Support Services Bankstown</b>	Level 1, Shop 46a/85-89 North Terrace, Bankstown (02) 8772 0645	Food parcels	\$10 (Fruit & veg) \$15 (Fruit, veg & meat)	Mon – Fri 9am – 2pm <i>Call to register</i>	WS MS FS
<b>Greenacre Area Community Centre - Food Share Program</b>	87 Waterloo Road, Greenacre (02) 9750 7982	Food parcels	\$2 contribution	Wed 2pm – 4pm <i>Over 18yo only. Call to register</i>	WS
<b>Salvation Army Campsie</b>	23 Anglo Rd, Campsie (02) 9718 7933	Food parcels	Free	Tues 9.30am -12pm Thurs & Fri 9.30am-3pm	FS

**WS Wellbeing Support**  
E.g. Counselling, Social Worker

**MS Material Support**  
E.g. Clothing, Blankets

**FS Financial Support**  
E.g. EAPA, Nils, Bills

**Disclaimer:** Information included in this directory is correct at the time of publishing. Date of publication: April 2024. Please contact Health Promotion Service for more information: [SWSLHD-HealthyEnvironments@health.nsw.gov.au](mailto:SWSLHD-HealthyEnvironments@health.nsw.gov.au)



# Low Cost & Free Meals Directory



<b>Salvation Army: Urana street hub</b>	7 Urana St, Villawood 0460 273 424	Food parcels	Free	Mon 1pm -2pm. <i>Register onsite from 11am.</i>	MS
<b>St Vincent's De Paul Society Bankstown</b>	2A East Terrace, Bankstown (02) 9796 1176	Food parcels	Free	Mon - Fri 9.30am- 12pm 1pm – 3.30pm	MS
<b>Riverwood Community Centre</b>	151 Belmore Road North. Riverwood (02) 9533 0100	Food parcel	Free	Mon 11am -12pm Wed 11am – 12pm (bread only)	

## Bankstown Area – Community Pantry

Organisation	Location & Phone Number	Services	Cost	Day / Time & Conditions of Use	Additional Support
<b>Anglicare St Andrews Anglican Church</b>	Corner Quigg & Lakemba St, Lakemba 0425 219 029	Mobile community pantry	\$4 fresh food	Every second Thurs 1.30pm - 2.30pm <i>Register from 12.30pm</i>	WS MS FS
<b>Anglicare Good Shepherd Church</b>	80 Pandora Street, Greenacre (02) 9750 8250	Mobile community pantry	\$4 fresh food	Every second Wed 12.15pm – 2pm	WS MS FS
<b>Anglicare Riverwood Punchbowl Anglican Church</b>	9 Littleton Street, Riverwood (02) 9153 7624	Mobile community pantry	\$12 bag of pantry items	Every second Thurs 9.30am – 10.30am <i>Call to register</i>	WS MS FS
<b>Anglicare Yagoona Anglican Church</b>	213 Auburn Road, Yagoona (02) 9793 3062	Mobile community pantry	\$12 bag of pantry items	Every second Wed 12.30pm – 1.30pm	WS MS FS
<b>Campsie Drop in</b>	36 Evaline St, Campsie 0409 648 623	Community Pantry	Free	Mon – Fri 12pm <i>Call to arrange pickup time</i>	
<b>Community Support Services Bankstown</b>	Shop 22, 85-89 North Terrace, The Compass Centre, Bankstown (02) 8772 0645	Community Pantry	Reduced price groceries from \$1	Mon – Fri 9am - 2pm	WS MS FS
<b>Lebanese Muslim Association (LMA)</b>	71-75 Wangee Road, Lakemba (02) 9750 6833	Community Pantry	Free	Thurs 10am - 2pm Fri 9am - 11am	FS
<b>Salvation Army: Urana street hub</b>	7 Urana St, Villawood 0460 273 424	Community pantry	Free	Mon – Wed 10am – 12pm <i>Call to register</i>	MS



**Wellbeing Support**  
E.g. Counselling, Social Worker



**Material Support**  
E.g. Clothing, Blankets

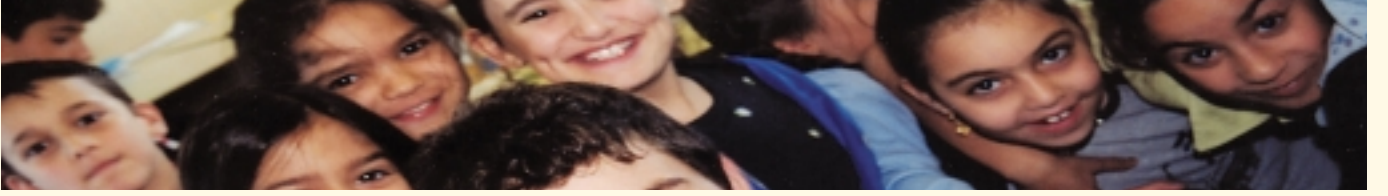


**Financial Support**  
E.g. EAPA, Nils, Bills

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# أين تحصل على المساعدة

مهمتكم كأباء وأمهات هي مهمة مليئة بالإنارة والتحديات معاً. ويواجه كل الآباء والأمهات مشكلات في فترة من الفترات وقد لا يعرفون بالتأكيد ما هي الطريقة المثلى لمعالجة مثل هذه المشاكل. وقد تجدوا المساعدة، في كثير من الأحيان، بمجرد التحدث إلى شخص يتكلم بلغتكم ويفهم حضارتكم فهما كاملاً وله دراية بالأمور المتعلقة بهذه المشاكل. وفي أحيان أخرى قد تتطلب المشكلة تدخل أشخاص ذوي تخصصات معينة. وترد فيما يلي قائمة بأسماء المنظمات والخدمات التي تتعاون مع العائلات والأفراد لتقديم المساعدات والدعم والنصيحة.



## مشروع الشبكة التعليمية للآباء والأمهات

تم تكوين هذا المشروع كجزء من مبادرة "الشراكة بين الحكومة والجاليات العربية لتحسين أوضاع الشباب". سيتم تدريب مجموعة من 40 متطوعاً لتقديم المعلومات المتعلقة بممارسات الرعاية الأسرية الإيجابية. وسيتم عقد جلسات غير رسمية مع مجموعات صغيرة من الآباء والأمهات في بيوتهم.

للحصول على مزيد من المعلومات عن هذا المشروع، أو إذا كانت لديكم رغبة في التطوع، اتصلوا بـ

"Australian Arabic Communities Council"

على الرقم: 9709 4333

## الخدمات العربية والخدمات ذات التعددية الحضرية

13 20 55

Parent Line

خدمات تراعي السرية للآباء والأمهات من 9.00 صباحاً إلى 4.30 مساءً، من الاثنين إلى السبت. يوجد مستشار عربي لتلقي مكالماتكم.

## خدمات دعم الأسرة

Vulnerable Families Programme  
Arabic Family Support

9740 9055

يقدم دعم للعائلات التي يتكلم أفرادها باللغة العربية والتي تعيش في منطقة الحكومة المحلية في كنتربيري.

9649 2063

The Association of Bhanin El-Minieh

تقدم دعم للعائلات التي يتكلم أفرادها باللغة العربية والتي تعيش في منطقة الحكومة المحلية في أوبرن.

9709 4333

Australian Arabic Communities Council

يقدم خدمات دعم واستشارة عائلية لمسلمي القمار.

خدمات دعم العائلة الوارد ذكرها أثناء تقديم العديد من الخدمات المجانية التي تساعد على تعزيز العائلات وتقوية حلقة الوصل بين هذه العائلات وبين الجالية [المجتمع]. ويعمل لدى كل واحدة من هذه الخدمات موظفون يتكلمون باللغتين العربية والإنجليزية:

9646 2770

Auburn Family Support Service (Barnados)

من 9.00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9709 5622 Bankstown Family Support Service

من 8:30 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

4628 7233

Campbelltown Family Support Service

من 9.00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9740 9055

Canterbury Family Support Service

من 9.00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9756 1384

Fairfield Parent Support Centre

من 9.00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9637 7600

Granville Multicultural Community Centre

من 9.30 صباحاً إلى 4:30 مساءً، من الاثنين إلى الجمعة

9608 1337

Family and Children's Project  
(CAPS) (Green Valley)

من 10.00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9564 3506

Australian Lebanese Association

تقدم معلومات ومساعدات للجالية العربية.

9759 8710

Australian Lebanese Christian Federation

يقدم خدمات للأحداث والمسنين في منطقة الحكومة المحلية في بنكستاون وكنتربيري.

9635 8022

Immigrant Women's Speakout Association

تقدم معلومات ودعم وخدمات إحالة للنساء والعائلات

9750 6833

Lebanese Muslim Association

تقدم خدمات استشارية للأشخاص المقيمين في منطقة الحكومة المحلية في بنكستاون وكنتربيري.

Macarthur Arabic Australian

9603 2500

Welfare Centre Inc (Minto)

يقدم خدمات للجالية الناطقة باللغة العربية في منطقة الحكومة المحلية في كامبلتون.

9891 2670

Maronite Catholic Family and Social Apostolat

تقدم دعم للأحداث وعائلاتهم.

9750 6916

Muslim Women's Association of NSW

تقدم دعم للنساء المسلمات من مختلف الأعمار والخلفيات الحضرية.

9758 1366

Tripoli and Mena Association

تقدم خدمات وأنشطة لبناء الجالية الناطقة باللغة العربية.



## الصحة

تقدم دائرة الصحة العديد من خدمات الدعم والاستشارة للأطفال والأحداث والعائلات. ويعمل لدى الخدمات الوارد ذكرها أنباء موظفون يتكلمون باللغتين العربية والإنجليزية.

## الصحة

1300 36 36 22 أو 9331 6000

Salvo Care Line

خدمات استشارية تليفونية. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع.

1800 677 961 أو 9794 1852

Karltane

يعمل لدى كاريتان ممرضو صحة الطفل والأسرة لتقديم المشورة بخصوص العديد من الموضوعات التي تتعلق بصحة الأطفال التي تقع أعمارهم بين الميلاد و5 سنوات. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع.

1800 674 200 أو 9816 5688 Mental Health Information Service

من 12:30 بعد الظهر إلى 4:30 مساءً، من الاثنين إلى الجمعة.

1800 637 357 أو 9787 5255

Tresillian

يعمل لدى تراسيليان ممرضو صحة الطفل والأسرة لتقديم النصيحة للآباء والأمهات ممن لهم أطفال تتراوح أعمارهم ما بين الميلاد و5 سنوات. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع.

## العقاقير والمشروبات الكحولية

Alcohol and Drug

1800 422 599 أو 361 8000 Information Service (ADIS)

خدمات للتوعية والإحالة. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع. توجد معلومات مسجلة عن العقاقير باللغة العربية عن طريق الاتصال بالرقم: 9361 8005.

إذا كنتم الاستعانة بترجم، رجاء الاتصال بـ

Translating and Interpreting Service (TIS) (مكتب خدمات الترجمة) على الرقم 13 14 50 واطلبوا الاتصال بمركز خدمات التوعية بالكحول والعقاقير في نيو ساوث ويلز.

The Drug and Alcohol Multicultural Education Centre (DAMEC)

9699 3552

Family Drug Support

1300 368 186 أو 9818 6166

خدمات للتوعية والإحالة. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع.

يمكن أيضاً مراجعة الصفحات الأولى من دليل التليفونات المحلي للحصول على معلومات عن alcohol or drug counselling (الخدمات الاستشارية في مجال الكحول والعقاقير)، أو للحصول على الخدمات العلاجية، أو زوروا الطبيب أو local Community Health Centre

تديرها حكومة نيو ساوث ويلز - [www.druginfo.nsw.gov.au](http://www.druginfo.nsw.gov.au)  
شبكة المعلومات عن العقاقير في أستراليا [www.adin.com.au](http://www.adin.com.au)

Drugs, Young People and the Law

للحصول على نسخة من هذا الكتيب، اتصلوا بمدير مشروع استراتيجية الحركة الخاصة بالعقاقير والمجتمع على رقم 9793 1577 أو زوروا الموقع [www.communitybuilders.nsw.gov.au/drugs\\_action](http://www.communitybuilders.nsw.gov.au/drugs_action). يتوفر الكتيب باللغة العربية.

9646 2233

Auburn Community Health Services

من 9:00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9780 2777

Bankstown Community Health Centre

من 9:00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9790 1378

Bankstown Women's Health Centre Inc

من 9:00 صباحاً إلى 4:30 مساءً، من الاثنين إلى الخميس. يوم الجمعة بموعد.

9881 8700

Blacktown Community Health Service

من 8:30 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9787 0600

Canterbury Community Health Centre

يعقد اجتماعات للأمهات العرب أيام الجمعة صباحاً خلال الفصول المدرسية.

9605 8900

Ingleburn Community Health Centre

من 8:30 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9682 3133

Merrylands Community Health Centre

من 8:00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9515 3098

Multicultural HIV/Aids Service (Camperdown)

من 9:00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

9567 6500

St George Mental Health Service

من 9:00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

1800 648 911 أو 9840 3767 Transcultural Mental Health Service

تقدم مساعدات للأشخاص الذين يعانون من مشكلات تتعلق بالصحة العقلية وينتمون إلى العديد من الخلفيات الحضارية واللغوية، تشمل التقييم والاستشارة وتقديم المعلومات والمساعدة للحصول إلى خدمات الصحة العقلية.

NSW Multicultural Health Communication Service –

[www.mhcs.health.nsw.gov.au](http://www.mhcs.health.nsw.gov.au)

للحصول على نسخ من العديد من المطبوعات التي تتناول العديد من الموضوعات الصحية باللغة العربية.

9718 1955

The Women's Centre (Campsie)

خدمات استشارة للنساء.  
من 9:00 صباحاً إلى 5:00 مساءً، من الاثنين إلى الجمعة

## خدمات لجميع أفراد المجتمع

132 111

DoCS Helpline

للتبليغ عن حالات سوء معاملة الأطفال وإهمالهم. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع.  
يمكن إعداد الترتيبات اللازمة للاستعانة بموظفي الحالات الذين يتكلمون باللغة العربية، أو بترجمين.

## مساعدات واستشارات عامة

131144

Lifeline

خدمات استشارية تليفونية. على مدى 24 ساعة في اليوم، 7 أيام في الأسبوع.

1300 364 277 أو 9418 8800

Relationships Australia (NSW)

[www.relationships.com.au](http://www.relationships.com.au)

9635 9311

West Region (Westmead) •

4731 6744

Family Skills Program (Penrith) •

RAPS : Adolescent Family Therapy & Mediation Service •

9890 1600

(North Parramatta)



# Where to get help

Being a parent can be both exciting and challenging. At some time all parents are faced with problems and can feel unsure about the best way to deal with them.

In many cases it can simply help to talk with someone in your own language who has a genuine understanding of the culture and the issues involved. Sometimes a problem might need more specific, professional intervention.

Below is a list of organisations and services that work with families and individuals to provide help, support and advice.



***"Everyone at some time is faced with difficulties and needs support and so there is no need to feel afraid or ashamed about asking for help. There are many professional services for Arabic speaking families that are accessible, confidential and non-judgemental. All families, in all cultures, will face difficult times — so never feel you are alone if you need support. Asking for help is a strength, not a weakness."***

Ms Omeima Sukkarieh, Service Development Officer, Arabic Family Support Service,  
Australian Arabic Communities Council

## Arabic and Multicultural Services

### Parent Line

13 20 55

Confidential help for parents.

9.00am - 4.30pm, Mon - Sat

An Arabic counsellor is available to take your calls.

### Family Support Services

#### Arabic Family Support -

#### Vulnerable Families Programme

9740 9055

Provides family support to Arabic speaking families in the Canterbury local government area.

#### The Association of Bhanin El-Minieh

9649 2063

Provides family support to Arabic speaking families in the Auburn local government area.

#### Australian Arabic Communities Council

9709 4333

Provides family support and counselling for problem gamblers.

The family support services listed below provide a range of free services that help to strengthen families and their links with their community. Each of these services have bilingual staff available.

#### Auburn Family Support Service (Barnados)

9646 2770

9:00am - 5:00pm, Mon - Fri

#### Bankstown Family Support Service

9709 5622

8:30am - 5:00pm, Mon - Fri

#### Campbelltown Family Support Service

4628 7233

9:00am - 5:00pm, Mon - Fri

#### Canterbury Family Support Service

9740 9055

9:00am - 5:00pm, Mon - Fri

#### Fairfield Parent Support Centre

9756 1384

9:00am - 5:00pm, Mon - Fri

#### Granville Multicultural Community Centre

9637 7600

9:30am - 4:30pm, Mon - Fri

#### Family and Children's Project (CAPS)

9608 1337

(Green Valley)

10:00am - 5:00pm, Mon - Fri

## Parent Education Network Project

This project has been established as part of the Youth Partnership with Arabic Speaking Communities Initiative. A group of 40 volunteer facilitators will be trained to disseminate information about positive parenting practises. Informal bilingual information sessions will be held with small groups of parents in their home.

For more information about this project, or if you are interested in becoming a volunteer facilitator, contact the Australian Arabic Communities Council on 9709 4333.

## General Help and Counselling

### Australian Lebanese Association

9564 3506

Provides information and assistance to the Arabic community.

### Australian Lebanese Christian Federation

9759 8710

Provides services for young people and the elderly in the Bankstown and Canterbury local government areas.

### Immigrant Women's Speakout Association

9635 8022

Provides information, support and referral for women and families.

### Lebanese Muslim Association

9750 6833

Provides a counselling service for people in Bankstown and Canterbury local government areas.

### Macarthur Arabic Australian Welfare Centre Inc

9603 2500

Provides services for the Arabic speaking community in the Campbelltown local government area.

### Maronite Catholic Family and Social Apostolate

9891 2670

Provides support to young people and their families.

### Muslim Women's Association of NSW

9750 6916

Supports Muslim women of all ethnic backgrounds and ages.

### Tripoli and Mena Association

9758 1366

Provides services and activities for the Arabic speaking community.



## Health

The Department of Health provides a range of counselling and support services for children, young people and families. The services listed below have bilingual staff available.

**Auburn Community Health Services** 9646 2233  
9:00am - 5:00pm, Mon - Fri

**Bankstown Community Health Centre** 9780 2777  
9:00am - 5:00pm, Mon - Fri

**Bankstown Women's Health Centre Inc** 9790 1378  
9:00am - 4:30pm, Mon-Thurs. Friday by appointment

**Blacktown Community Health Service** 9881 8700  
8:30am - 5:00pm, Mon - Fri

**Canterbury Community Health Centre** 9787 0600  
An Arabic speaking mother's group is held on Friday mornings during the school term.

**Ingleburn Community Health Centre** 9605 8900  
8:30am - 5:00pm, Mon - Fri

**Merrylands Community Health Centre** 9682 3133  
8:00am - 5:00pm, Mon - Fri

**Multicultural HIV/Aids Service (Camperdown)** 9515 3098  
9:00am - 5:00pm, Mon - Fri

**St George Mental Health Service** 9567 6500  
9:00am - 5:00pm, Mon - Fri

**Transcultural Mental Health Service** 9840 3767 or 1800 648 911  
Provides help for people with mental health problems from culturally and linguistically diverse communities including assessment, counselling, information and assistance accessing mental health services.

Visit **NSW Multicultural Health Communication Service - [www.mhcs.health.nsw.gov.au](http://www.mhcs.health.nsw.gov.au)** to obtain copies of Arabic publications on a range of health issues.

**The Women's Centre (Campsie)** 9718 1955  
Provides a counselling service for women.  
9:00am - 5:00pm, Mon - Fri



## Services for the General Community

**DoCS Helpline** 132 111  
To report child abuse and neglect.  
24 hours, 7 days per week.  
*Access to a bilingual caseworker or translator can be arranged.*

### General Help and Counselling

**Lifeline** 13 11 14  
Telephone counselling. 24 hours, 7 days per week

**Relationships Australia (NSW)** 9418 8800 or 1300 364 277  
[www.relationships.com.au](http://www.relationships.com.au)  
• **West Region** (Westmead) 9635 9311  
• **Family Skills Program** (Penrith) 4731 6744  
• **RAPS: Adolescent Family Therapy & Mediation Service** (North Parramatta) 9890 1500

**Salvo Care Line** 9331 6000 or 1300 36 36 22  
Telephone counselling. 24 hours, 7 days per week

### Health

**Karitane** 9794 1852 or 1800 677 961  
[www.swsahs.nsw.gov.au/karitane/](http://www.swsahs.nsw.gov.au/karitane/)  
Child and Family Health Nurses are available for consultation on a wide range of issues concerning children 0 to 5 years.  
24 hours, 7 days per week

**Mental Health Information Service** 9816 5688 or 1800 674 200  
12:30 - 4:30pm, Mon - Fri

**Tresillian** 9787 5255 or 1800 637 357  
[www.cs.nsw.gov.au/tresillian/](http://www.cs.nsw.gov.au/tresillian/)  
Child and Family Health Nurses are available to provide advice for parents of children 0 to 5 years. 24 hours, 7 days per week

### Drugs and Alcohol

**NSW Alcohol and Drug Information Service (ADIS)** 9361 8000 or 1800 422 599  
Information & referral service. 24 hours, 7 days per week

**Recorded information about drugs is available in Arabic by calling 9361 8005**

If you need an interpreter please ring the **Translating and Interpreting Service (TIS)** on 13 14 50 and ask to be connected to the NSW Alcohol and Drug Information Service.

**The Drug and Alcohol Multicultural Education Centre (DAMEC)** 9699 3552

**Family Drug Support** 9818 6166 or 1300 368 186  
[www.fds.org.au](http://www.fds.org.au)  
Information & referral service. 24 hours, 7 days per week

Or look in the front of your local telephone book for **alcohol or drug counselling** or **treatment services** or visit a doctor or your **local Community Health Centre**.

[www.druginfo.nsw.gov.au](http://www.druginfo.nsw.gov.au) - Managed by the NSW Government

[www.adin.com.au](http://www.adin.com.au) - Australian Drug Information Network

### Drugs, Young People and the Law

To obtain a copy of this publication, contact the Drugs and Community Action Strategy Project Manager on 9793 1577 or visit [www.communitybuilders.nsw.gov.au/drugs\\_action](http://www.communitybuilders.nsw.gov.au/drugs_action). Available in Arabic.

## Useful phone numbers & links

If you are after something specific, you can search Lifeline's Service Finder database (link included below).

### Emergency Services

Police, Ambulance, Fire  
Poisons Information Centre

000  
13 11 26

### Crisis Support

Lifeline  
Lifeline Online Crisis Support Chat  
Lifeline Get Help website  
Lifeline Service Finder  
13 HELP Bushfire Recovery Crisis Support Line

13 11 14 (24hrs/ 7days)  
[www.lifeline.org.au/get-help/online-services/crisischat](http://www.lifeline.org.au/get-help/online-services/crisischat)  
(7pm-midnight, 7days)  
[www.lifeline.org.au/get-help/get-help-home](http://www.lifeline.org.au/get-help/get-help-home)  
[www.lifeline.org.au/get-help/service-finder](http://www.lifeline.org.au/get-help/service-finder)  
13 HELP

### Counselling

Kids Helpline  
Suicide Call Back Service\*  
*\*For anyone with thoughts of suicide, supporting someone who is suicidal, has lost someone to suicide or is a health professional*

1800 551 800  
1300 659 467

Mensline (males only)  
G-Line (gambling)  
Alcoholics Anonymous (AA)  
Narcotics Anonymous (NA)  
NSW Mental Health Line  
Drug and alcohol Counselling online  
Domestic Violence & Sexual Assault Helpline  
Adults Surviving Child Abuse Helpline, Blue Knot Foundation

1300 789 978  
1800 633 635  
1300 222 222  
1300 652 820  
1800650749  
[www.counsellingonline.org.au](http://www.counsellingonline.org.au)  
1800 RESPECT  
1300 657 380

### Information Services

National Coronavirus Helpline (24 hour)  
Mental Health Line (24 hour)  
WayAhead Mental Health Information Line  
Alcohol & Drug Information Service  
Women's Domestic Violence Court Advocacy Service  
After hours GP Helpline\*  
*\*(a nurse will answer your enquiry first. They will then decide if you need to be transferred through to talk to a GP)*

1800 020 080  
1800 011 511  
1300 794 991 (Mon-Fri, 9am-5pm)  
1800 250 015  
1800 938 227  
1800 022 222 (Mon-Fri: 6pm-7:30am,  
Saturday: from 12pm, Sunday: all day)

### Websites

Lifeline  
SANE Australia  
Beyond Blue  
Youth Beyond Blue  
ReachOut.com  
Headspace: National Youth Mental Health Foundation  
Mensline  
Black Dog Institute  
Mental Illness Fellowship of Australia  
Head to Health

[www.lifeline.org.au](http://www.lifeline.org.au)  
[www.sane.org](http://www.sane.org)  
[www.beyondblue.org.au](http://www.beyondblue.org.au)  
[www.youthbeyondblue.com](http://www.youthbeyondblue.com)  
[www.au.reachout.com](http://www.au.reachout.com)  
[www.headspace.org.au](http://www.headspace.org.au)  
[www.mensline.org.au](http://www.mensline.org.au)  
[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)  
[www.mifa.org.au](http://www.mifa.org.au)  
[www.headtohealth.gov.au](http://www.headtohealth.gov.au)



# What to do when you feel overwhelmed by life pressures



## What is stress?

When faced with a challenging situation or stressful event, our bodies respond by activating the nervous system and releasing hormones including cortisol and adrenalin.

These hormones bring about certain physical changes in the body, helping us to react appropriately and deal with the challenge presented. However, if the stress is ongoing and the physical changes do not subside, we may feel overwhelmed and unable to cope.

Life pressures that can cause us to feel overwhelmed and stressed include:

- Relationship difficulties
- Family breakdown
- Illness or injury
- Work pressures or job loss
- Bullying and harassment
- Traumatic events
- Death of a loved one - including pets
- Financial difficulties
- Homelessness
- Lack of support and isolation

## What are the signs of stress?

Below are some of the signs which indicate our stress levels are unhealthy:

- Feeling overwhelmed and unable to cope
- Feeling hyperalert and anxious
- Difficulty sleeping
- Changes in appetite
- Headaches and muscle tension
- Upset stomach
- Irritability
- Difficulty concentrating
- Changes in mood
- Fatigue and exhaustion
- Withdrawing from friends and family
- Thoughts of suicide
- Reliance on alcohol or other substances to cope

People respond differently to stressful situations. Responses to stress will be determined by the situation faced, past experiences, personality, social support, access to resources and cultural background. What one person finds stressful, another may be more easily able to cope with.

Knowing yourself and how you respond to different situations is important as you can then learn to manage stress and seek help when necessary.

## What to do when feeling overwhelmed?

Below are some practical strategies for managing stress when feeling overwhelmed by life pressures:

- **Identify the cause of your stress** — write down what is contributing to you feeling overwhelmed and stressed. You may identify one particular issue or have a range of things contributing to how you feel at this time. Prioritise the issues and leave smaller issues to be dealt with at a later time.
- **Review your current coping mechanisms** — identify how you have been coping to date. What tools and strategies have you found helpful? What things are you doing that are not helpful? Make any necessary changes to increase your ability to cope.
- **Talk to a trusted friend or family member** — talking through your issues with someone you trust can assist you to work through the issue and identify possible solutions.
- **Check your thinking** — often we put pressure on ourselves to be a certain way. Our thoughts directly impact our emotional state and can influence our behaviour. When our thoughts are negative and self-critical we may begin to feel overwhelmed. Instead of doing the things we need to do in order to deal with the stressful situation, we may in fact do things that are unhelpful.

- Give yourself some positive feedback for the things you have been doing to manage. Consider if the expectations you place on yourself are reasonable and adjust them accordingly. Demonstrate compassion to yourself as you would to others in a similar situation.
- **Make a positive plan** — work out ways to deal with the situation or how to approach it step by step. Write down the actions that need to be taken to bring about some change. Start at the beginning and focus on one thing at a time. Recognise when you need help to bring about change.
- **Take care of yourself** — we need to be healthy in order to meet life's challenges. Eating well, exercising and getting plenty of sleep are the basic building blocks of resilience. Take time out to engage in activities you enjoy and find rewarding. Engage in positive relationships with friends and family.
- **Access local support services** — there may be certain situations when you need to gain support from services in the community. For example, you may need to access counselling services when experiencing family and relationship difficulties or accommodation services if experiencing homelessness or domestic violence.



## Where to go to for support?

If in need of support, you may consider talking to your GP or health professional about your current situation. Your GP can check your general health and assess for any physical signs of stress. They can refer you to local health professionals based on your needs or visit the Lifeline Service Finder Directory at <https://www.lifeline.org.au/get-help/service-finder> to search for local services and centres in your area.

Below are some of the places to go for information and support:

- Phone Lifeline on 13 11 14 (available 24/7)

or chat to a Crisis Supporter online at [lifeline.org.au](https://www.lifeline.org.au) (7pm – midnight every night)

- Mensline Australia: 1300 78 99 78 (24hrs)
- Kids Helpline: 1800 55 1800

It is important to be able to identify when stress is affecting us in a negative way. Identifying the cause of our stress and making changes where possible is a good starting point.

For 24-hour telephone crisis support call 13 11 14. For more information visit [www.lifeline.org.au](https://www.lifeline.org.au)

**Ready to help 24/7.**  
 **13 11 14**

[www.lifeline.org.au](https://www.lifeline.org.au)

 **Lifeline**



## Domestic, family and sexual violence

Domestic, family and sexual violence takes many forms and can include emotional, financial, physical, non-verbal and spiritual abuse, including isolation and stalking.

It is never OK for someone you know to:

- say or do things that make you feel scared or unsafe
- touch you in ways you don't want to be touched
- hit, kick, or do other things that hurt your body
- take your money or use your money without asking
- threaten to hurt you, your children, your pets, and other people you care about
- take away your rights to make decisions about how you live.

## Frequently asked questions

### Who will answer my call or chat?

One of our experienced counsellors.

### Do I need to give my name?

No, you don't. You can share as much or as little information as you feel comfortable with.

### What will happen when I contact 1800RESPECT?

When you contact 1800RESPECT, you will be connected with our counsellors who:

- understands domestic, family and sexual violence and knows how hard it can be to talk about
- listens and believes you
- understands that everyone's situation is different and that no one knows your situation better than you
- can talk through options and help you decide what information, people or services will be most helpful for you.

### Can I contact 1800RESPECT if I'm worried about someone I know?

Yes, we can talk to you about the best ways to support someone you know who might be affected by domestic, family and sexual violence.

## 1800RESPECT can provide:

- support 24 hours a day, 7 days a week
- confidential counselling provided by an experienced counsellor via phone or online chat
- up-to-date online resources and information
- online Service Directory and phone app (Daisy)
- support via the Translating and Interpreting Service
- support via the National Relay Service
- web tools and phone app (Sunny) for people with disability.

A free service available to anyone living in Australia (it is free to call, however, some mobile phone companies may charge, please check with your provider).



**1800RESPECT is the national domestic, family and sexual violence counselling, information and support service.**

**It is available 24 hours a day, 7 days a week.**

## You have the right to feel safe

Domestic, family and sexual violence can happen to anyone in any type of relationship. No matter who you are or what your relationship with someone is, domestic, family and sexual violence is never OK.

## Here to support you 24 hours a day, 7 days a week

1800RESPECT is a confidential counselling, information and referral service. You can contact us by phone or online chat if you:

- have experienced, or are at risk of experiencing, domestic, family and sexual violence
- are a family member or friend providing support
- are a professional who is supporting someone affected by domestic, family and sexual violence.

If you are unsure about what you are experiencing, visit our website for more information, resources and the Service Directory.





# BANKSTOWN CITY COUNCIL

CBCity is a direct provider of a range of children's services with a commitment to delivering high quality education, recreation and care programs for children aged from six weeks to 12 years.

## **We have a range of services to support your child and your family**

Long Day Care

Family Day Care

Carrington Occasional Care Centre

Preschool

Outside School Hours Care

Early Childhood Speech Pathology

Child friendly and safe CBCity

Playgroups

**LINK:** <https://www.cbccity.nsw.gov.au/culture-and-community/children-and-families-services>



**CANTERBURY  
BANKSTOWN**



eventbrite



# EVENTBRITE

EVENTBRITE offers a range of activities for children in the Bankstown area, featuring various events and groups that might capture their interest. These activities are available throughout the year, with many options during school holidays. Offerings can include craft sessions, family movie nights with popcorn, and more, often at little to no cost.

**LINK:** <https://www.eventbrite.com.au/d/australia--bankstown/school-holiday-in-canterbury-bankstown/>





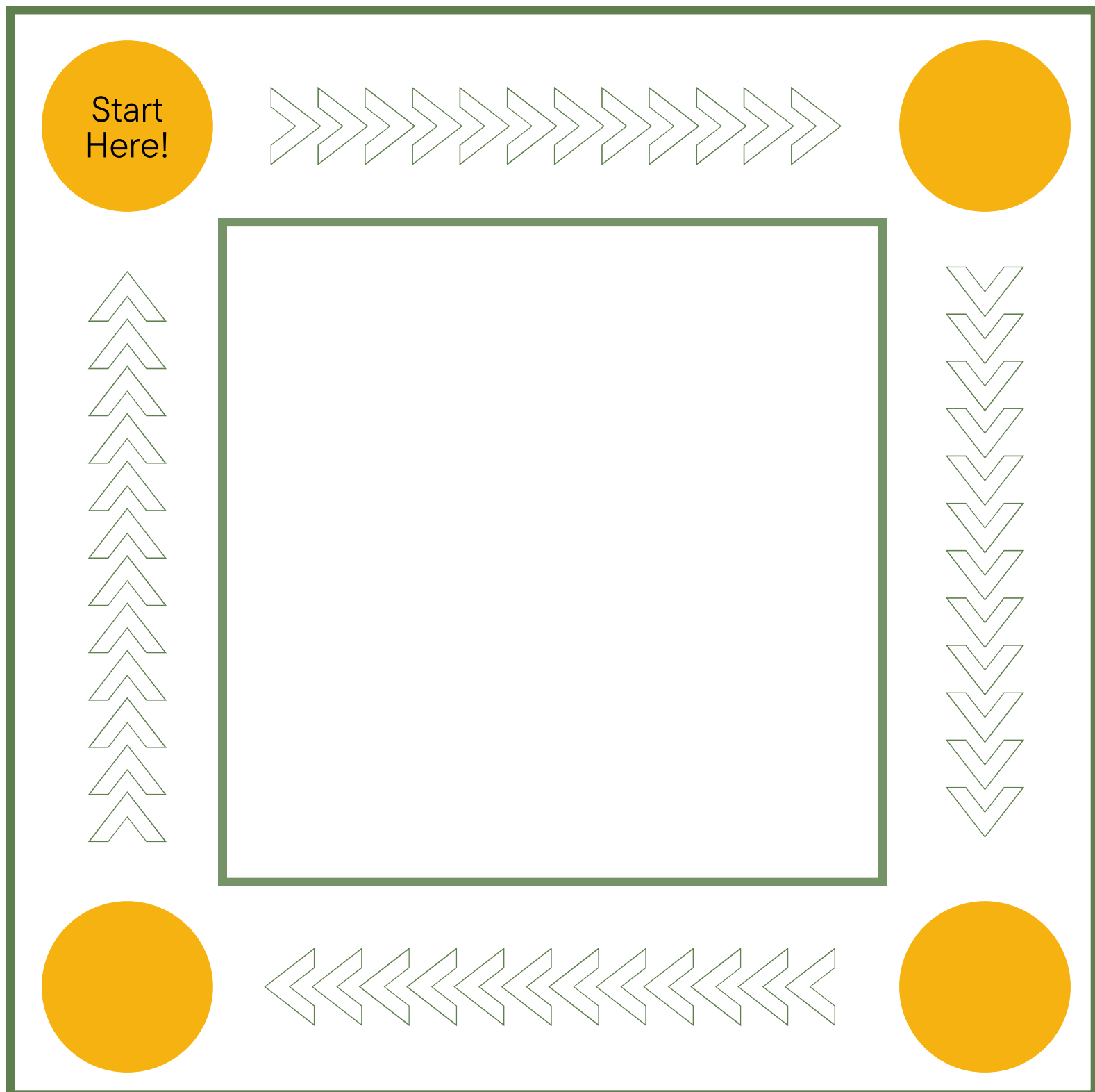


# **MINDFULNESS/ WELLBEING ACTIVITIES**

**PLEASE PRINT OFF AND USE ANY OF THE FOLLOWING PAGES  
TO COMPLETE WITH YOUR CHILD, IF THEY ARE OF INTEREST!**



# BOX BREATHING



Place your finger on the dot that says “Start Here!” Take a deep breath in and count to 4.

Move your finger to the next dot as you release your breath.

Breathe in at each corner and count to 4 until you complete the box.

# What can I do when I feel...



## **If I am mad, I can:**

Take deep breaths.  
Count to 10 slowly.  
Use “I feel” statements.  
Squeeze a stress ball.



## **If I am sad, I can:**

Listen to my favorite song.  
Draw, paint, or color.  
Get moving.  
Talk to a friend.



## **If I am worried, I can:**

Tell someone my worries.  
Write down my worries.  
Take deep, slow breaths.  
Practice showing gratitude.



## **If I am excited, I can:**

Write about my feelings.  
Share my excitement.  
Do wall push-ups.  
Take deep breaths.



# FLOWER BREATHING



Imagine smelling a flower. Take a deep  
breath in and hold it.

Let out your breath and repeat it as  
many times as you need.

# CALMING STRATEGIES

When I feel upset, I can choose to..



take deep  
breaths



read a book



listen to music



get a drink



count to 10



take a walk



rest on a pillow



think happy  
thoughts



hug a stuffed  
animal



# GROUNDING TECHNIQUE

A calming technique that connects you with the present by exploring the five senses.

5

THINGS YOU CAN  
**SEE**



4

THINGS YOU CAN  
**TOUCH**



3

THINGS YOU CAN  
**HEAR**



2

THINGS YOU CAN  
**SMELL**



1

THING YOU CAN  
**TASTE**



# 5 WAYS TO BE MINDFUL

1

Focus on what is happening around you.  
What do you see, hear, smell, taste, or feel?

2

Take deep breaths and count each time you breathe in and breathe out.

3

Show yourself some compassion by thinking kind thoughts about yourself.

4

Think of a person or place that makes you happy. What brings you joy?

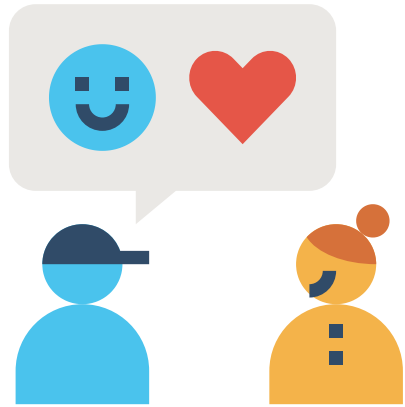
5

Find a quiet activity that makes you feel calm and allows you to focus your attention.





# ACTS OF KINDNESS



**give a  
compliment**



**make someone  
smile**



**donate old toys**



**hold the door  
for someone**



**write a thank  
you letter**



**offer to help**



**pick up trash**



**help with dinner**



**invite a new  
friend to play**

# 3-3-3 CALMING TECHNIQUE

NAME THREE  
THINGS YOU SEE



NAME THREE  
THINGS YOU HEAR



NAME THREE  
BODY STRETCHES





# DAILY ACTS OF KINDNESS



SAY KIND WORDS  
TO YOURSELF



SHARE AN ACTIVITY  
YOU LOVE



LISTEN  
ATTENTIVELY



GIVE YOUR BEST  
EFFORT



BE FRIENDLY AND  
GENEROUS



ENCOURAGE  
SOMEONE



FIND SOMETHING  
THAT BRINGS JOY



GIVE A COMPLIMENT  
TO A FRIEND



OFFER YOUR  
HELP