



CUMBERLAND  
CITY COUNCIL

# Community Resource Pack





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# Women's Safety

Domestic and family violence is a crime and includes physical assault, psychological/emotional abuse, sexual assault, threat to harm others, financial abuse, social abuse, stalking, harassment, restrictions on faith, or breaching an Apprehended Domestic Violence Order.

**If you are in an emergency situation, call 000 immediately.**

## Where to get help:

<b>1800RESPECT</b>	1800 737 732
<b>Aboriginal DFV Hotline</b>	1800 019 123
<b>Cumberland Women's Health Centre</b>	9689 3044
<b>Family Advocacy &amp; Support Service – Parramatta</b>	1800 979 529
<b>Lifeline</b>	13 11 14
<b>LINK2HOME</b>	1800 152 152
<b>National Family Violence Prevention Legal Services</b>	9244 3333
<b>NSW Domestic Violence Line</b>	1800 656 463
<b>NSW Rape Crisis and Sexual Assault Counselling Australia</b>	1800 424 017
<b>Parramatta Staying Home Leaving Violence</b>	9636 8437
<b>Women's Domestic Violence Court Advocacy Service</b>	8833 0922
<b>Women's Legal Service NSW</b>	8745 6999



# Men’s Health and Wellbeing

It’s important to raise awareness about preventive screenings and regular health care for men of all ages. Interventions to reduce smoking and drinking and promote healthy behaviours also can help prevent diseases and improve health.

## Where to get help:

Alcoholics Anonymous (Merrylands)	9387 7788
BeyondBlue	1300 224 636
Lifeline	13 11 14
Men's Line Australia Counselling service for men with emotional health and relationship concerns.	1300 789 978
Men's Referral Service Works with men who use family violence to change their abusive and violent behaviour	1300 766 491
Men’s Sheds West Cumberland Granville	9632 1752 0404 210 438
SAMSN Services to male survivors	1800 472 676
Sexually Transmitted Infection Check-ups for Men	1300 003 707
Top Bloke Foundation Supporting men 14-24yrs	1300 450 850

# General Health Support

Ensuring healthy lives and promoting well-being at all ages is essential to sustainable development.

## Where to get help:

Auburn and Merrylands Community Health Centres	9860 9800
Headspace Australia	9027 0100
High Street Youth Health Service Harris Park	8860 2500
Kids Helpline	1800 551 800
Mental Health Community Living Supports for Refugees	1300 111 278
NSW STARTTS Auburn office	9646 6666
One Door Auburn/Western Sydney Recovery College	9199 6195
Perinatal Child and Youth Mental Health Service	1800 011 511
Western Sydney Sexual Health Centre	9843 3124

# Volunteering

Council's Volunteer Program offers local residents the chance to be involved in a range of Council activities and programs.

Visit [www.cumberland.nsw.gov.au/volunteering](http://www.cumberland.nsw.gov.au/volunteering)

**For more information:**

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**Centre for Volunteering** – [www.volunteering.com.au](http://www.volunteering.com.au)

**Foodbank** – [www.foodbank.org.au](http://www.foodbank.org.au)

**Good360** – [www.good360.org.au/donate-time](http://www.good360.org.au/donate-time)

**Lifeline** – [www.lifeline.org.au](http://www.lifeline.org.au)

**NSW Volunteering** – [www.makeadifference.volunteering.nsw.gov.au](http://www.makeadifference.volunteering.nsw.gov.au)

**Ozharvest** – [www.ozharvest.org/volunteer](http://www.ozharvest.org/volunteer)

**Red Cross** – [www.redcross.org.au/volunteer](http://www.redcross.org.au/volunteer)

**Salvation Army** – [www.salvationarmy.org.au](http://www.salvationarmy.org.au)

**Smith Family** – [www.thesmithfamily.com.au/get-involved/volunteer](http://www.thesmithfamily.com.au/get-involved/volunteer)

**Volunteering Australia** – [www.volunteeringaustralia.org/contact](http://www.volunteeringaustralia.org/contact)

**Women's Shelters** – [www.womenscommunityshelters.org.au](http://www.womenscommunityshelters.org.au)

# English Classes

Council offers free English language conversation classes, available to anyone wishing to attend and run by volunteer tutors. All classes are beginner to intermediate level.

**Auburn Library** – For bookings phone 8757 9060

**Merrylands Library** – For bookings phone 8757 9065

**Other options include:**

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**Auburn Salvation Army**

<https://askizzy.org.au/service/4203882-auburn-salvation-army-community-services-centre>

**Fairfield**

<https://askizzy.org.au/service/1899316-fairfield-intensive-english-centre>

**Holroyd (Greystanes)**

<https://askizzy.org.au/service/1899782-holroyd-intensive-english-centre>

**Immigrant Women's Speakout**

<https://askizzy.org.au/service/976537-immigrant-women-s-speakout-association-of-nsw>

**Navitas English (Fairfield)**

<https://askizzy.org.au/service/594247-navitas-english-fairfield>

**Sewa Australia (Wentworthville)**

<https://askizzy.org.au/service/5334464-sewa-australia>



# Youth Support and Services

Council provides young people with a wide range of social, educational and recreation programs to help them overcome challenges and connect with friends.

The Cumberland City Youth Strategy 2022 – 2026 has been developed on a strong evidence base to ensure the themes, strategies and actions accurately reflect the priorities and aspirations of young people in Cumberland City. For more information please visit: [www.cumberland.nsw.gov.au/youth](http://www.cumberland.nsw.gov.au/youth)

Council can also connect community members with a range of organisations that can help young people with many aspects of life.

## Where to get help:

<b>Accessible Diversity Services Inc</b> <a href="http://www.adsi.org.au">www.adsi.org.au</a>	8737 5500
<b>Auburn Youth Centre (AYC)</b> Counselling Line: 9749 2321 <a href="http://www.ayc.org.au">www.ayc.org.au</a>	8860 2500
<b>Barnardos</b> <a href="http://www.barnardos.org.au">www.barnardos.org.au</a>	8752 0300
<b>Lifeline</b> <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	13 11 14

# Aged Support and Services

Cumberland City Council's Seniors and Disability Team provides information, services and programs to support people to remain in their own home and increase social participation.

The team provides shopping services, and home delivered meals to senior's groups and homes within the Cumberland area. The team also arranges health programs and social outings to provide opportunities for seniors to participate in the community and organises group-based activities that support adults with disability achieve their NDIS goals. For more information, the team can be phoned on 8757 9041.

Further information on services can be found here:

[www.cumberland.nsw.gov.au/seniors-support](http://www.cumberland.nsw.gov.au/seniors-support)

My Aged Care is the starting point to access Australian Government aged care services. My Aged Care can help people access services that can support them to remain living at home and in their own community, provide information, assessment, and referrals to service providers that can help them meet their needs. For people starting out on their aged care journey, the first step is to get an assessment with My Aged Care.

Applying for an assessment can be done online via [myagedcare.gov.au](http://myagedcare.gov.au) or by phoning 1800 200 422.

# Disability Support

Cumberland City Council's Seniors and Disability Team provides information, services, and programs to support people to remain in their own home and increase social participation.

The team provides shopping services, and home delivered meals to senior's groups and homes within the Cumberland area. The team also arranges health programs and social outings to provide opportunities for seniors to participate in the community and organises group-based activities that support adults with disability achieve their NDIS goals. For more information, the team can be phoned on 8757 9041.

Further information on services can be found here:

[www.cumberland.nsw.gov.au/people-disability](http://www.cumberland.nsw.gov.au/people-disability)

The National Disability Insurance Scheme (NDIS) provides funding to eligible people with disability to gain greater independence, access new skills, jobs or volunteering in their community, gain more time with family and friends. The NDIS also connects anyone with disability to services in their community and have an improved quality of life. To join the NDIS, certain requirements must be met; this includes the age, residency status and nature of disability.

Anyone who thinks they might be eligible for the NDIS can download an Access Request Form online via [ndis.gov.au](http://ndis.gov.au) or can phone 1800 800 110 to make a verbal access request.

# Child Safety

## Child Protection

Child abuse and neglect is a serious issue which impacts our community.

### What is child abuse and neglect?

Child abuse and neglect can be classified in many different forms, including physical abuse, sexual abuse, neglect, emotional abuse, and psychological harm.

**If you need help now, assistance, or urgent support, call one of the following crisis services:**

- **000** – To be connected to Police, Fire or Ambulance services.
- **132 111** – Child Protection Helpline, if you think a child or young person is at risk of harm from abuse or neglect.
- **1800 55 1800** – Kids Helpline, for confidential telephone counselling for people aged 5 to 25 years.

## Making a Complaint involving My Child

Where appropriate, complaints and concerns can be made directly to the service that your child/ren is involved in or via Council's complaints process.

[www.cumberland.nsw.gov.au/compliments-and-complaints](http://www.cumberland.nsw.gov.au/compliments-and-complaints)

## Working With Children Checks

Did you know anyone working with your child must have a Working with Children Check (WWCC) number?

Parents can verify a WWCC number through the Office of the Children's Guardian website, [ocg.nsw.gov.au](http://ocg.nsw.gov.au).

For more information visit:

[www.cumberland.nsw.gov.au/child-protection](http://www.cumberland.nsw.gov.au/child-protection)















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**Cumberland City Council**

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

**T** 8757 9000 **W** [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au) **E** [council@cumberland.nsw.gov.au](mailto:council@cumberland.nsw.gov.au)

**f** Cumberland City Council Sydney **@** [cumberlandcitycouncil](https://www.instagram.com/cumberlandcitycouncil)