

HOMELESSNESS

LINK2HOME: Offer access to specialised support and accommodation services for those who are homeless or at risk of homelessness.

W: www.facs.nsw.gov.au/housing **P:** 1800 152 152

NEAMI WAY2HOME: Works with clients with complex needs who are sleeping rough.

W: www.neaminational.org.au **P:** 1800 505 501

HOMELESS HEALTH CLINIC, ST. VINCENT'S HOSPITAL; Provides health and support for people experiencing homelessness in inner city Sydney.

W: www.svhs.org.au **P:** 1800 602 417

MISSION BEAT: Missionbeat patrols inner Sydney streets and offers support to those in distress. They respond to calls from the public as well as from emergency and community services and government departments.

W: www.missionaustralia.com.au **P:** 1800 306 461

DOMESTIC AND FAMILY VIOLENCE

1800RESPECT: Provides support for people experiencing, or at risk of sexual assault, domestic or family violence or their friends and family. Provides 24/7 support.

W: www.1800respect.org.au
P: 1800 737 732 (1800 RESPECT)

NSW DOMESTIC VIOLENCE LINE: Provides support, information and referrals to those affected by domestic violence in NSW. Provides 24/7 support.

W: www.facs.nsw.gov.au/domestic-violence
P: 1800 65 64 63

WOMEN'S DOMESTIC VIOLENCE COURT ADVOCACY SERVICE: Provide information, assistance and court advocacy to those experiencing domestic violence.

W: www.wdvcasnw.org.au **P:** 1800 938 227

HEALTH AND SEXUAL HEALTH

MEDICARE: Universal health scheme. Citizens and most permanent residents are eligible for this scheme.

W: www.humanservices.gov.au **P:** 132 011

HEALTHDIRECT: Provides non-emergency information and advice on health and wellbeing issues.

W: www.healthdirect.gov.au **P:** 1800 022 222

SEXUAL HEALTH HOTLINE: Telephone and internet service staffed by specialist sexual health nurses.

W: www.shil.nsw.gov.au **P:** 1800 451 624

SYDNEY SEXUAL HEALTH CLINIC: Offers treatment and management of STIs and HIV.

W: www.sshc.org.au **P:** 02 9382 7440

LGBTQI

ACON: Health promotion organisation specialising in LGBTI health.

W: www.acon.org.au **P:** 1800 063 060

QLife: National telephone line and web counselling service for the LGBTQI community, including friends and family.

W: www.qlife.org.au **P:** 1800 184 527

Twenty10: Youth and adult support services via telephone/ webchat.

W: www.twenty10.org.au **P:** 1800 184 527

SENIOR AND AGED CARE SERVICES

MY AGED CARE: An Australian Government phone line and website which can assist in accessing information about aged care services.

W: www.myagedcare.gov.au **P:** 1800 200 422

NSW MEALS ON WHEELS: A community service for older or frail people and younger adults with disabilities.

W: www.nswmealsonwheels.org.au **P:** 02 8219 4200

NSW ELDER ABUSE HELPLINE AND RESOURCE UNIT: A free service that provides information, support and referrals relating to the abuse of older people living NSW.

W: www.ageingdisabilitycommission.nsw.gov.au **P:** 1800 628 221

RETURNING TO IRELAND?

Here are some useful websites to help you in your research;

DEPT OF FOREIGN AFFAIRS & TRADE:
www.dfa.ie/global-irish

IRISH NATURALISATION AND IMMIGRATION SERVICE:
www.inis.gov.ie

REVENUE (IRISH TAX AND CUSTOMS): www.revenue.ie

DEPT OF EMPLOYMENT AFFAIRS & SOCIAL PROTECTION:
www.welfare.ie

CROSSCARE MIGRANT PROJECT: www.migrantproject.ie

SAFEHOME IRELAND: www.safehome.ie

IRISH COUNCIL FOR PRISONERS OVERSEAS: www.icpo.ie

CITIZEN'S INFORMATION: www.citizensinformation.ie

DRUG AND ALCOHOL ADDICTION

ALCOHOLICS ANONYMOUS: A mutual support service for those recovering from alcoholism.

W: www.aa.org.au (for local meeting info) **P:** 1300 222 222

NARCOTICS ANONYMOUS: A mutual support service for those recovering from narcotic dependency.

W: www.na.org.au (for local meeting info) **P:** 1300 652 820

ALCOHOL & DRUG INFORMATION SERVICES (ADIS): 24 hour service available to offer support and answer questions about alcohol and other drug use.

W: www.yourroom.health.nsw.gov.au

P: 02 9361 8000 **Rural freecall:** 1800 250 015

QUITLINE: National Smoking Quitline.

W: www.quit.org.au **P:** 137 848 (13Quit)



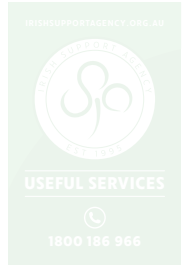
Irish Support Agency NSW
irishsupportagency.org.au

 **1800 186 966**

Designed by AG Made
www.agmade.com.au

 Z-CARD®, PocketMedia® are trademarks used under licence 600849. These products and associated machinery and processes are subject to worldwide patents, Job No. 20A859
Tel: +61 2 9318 0900 • www.zcard.com.au

MENTAL HEALTH LINE:
1800 011 800
LIFELINE:
131 122
COUNSELLING:
1800 011 122
DOMESTIC VIOLENCE LINE:
1800 656 643
SERVICE CALL BACK SERVICE:
1800 011 122
NSW RARE CRISIS CENTRE:
1800 424 027
Call 1800 186 966 if you or
someone you know is in a life
threatening situation or may be
a danger to others.



ABOUT THIS INFORMATION LEAFLET

This information resource was produced by the health and wellbeing committee of the Irish Support Agency Inc. with the support of the Emigrant Support Programme funding through the Department of Foreign Affairs and Trade, Ireland.

This resource aims to provide useful contact details for a range of health and wellbeing services across NSW*. It can be used by an individual but there are also a range of services available to assist friends and family.

The 'What to Say?' section provides tools which might assist in beginning a conversation with somebody who may be in crisis.

 **1800 186 966**

*If you cannot find the service you are looking for on this leaflet, please don't hesitate to contact the office.



 AN ROINN GNÓTHAÍ EACHTRACHA AGUS TRÁDÁLA NA hÉIREANN
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE OF IRELAND

MENTAL HEALTH

MENSLINE: provides support to men experiencing family and relationship problems. 24/7 phone counselling.

W: www.mensline.org.au **P:** 1300 78 99 78

KIDS HELPLINE: 24/7 phone and online counselling for ages 5-25.

W: www.kidline.com.au **P:** 1800 55 1800

HELPLINK: Provides emotional support for Irish diaspora.

W: www.helplink.ie **P:** +35391759887

BEYOND BLUE: Support service to assist anyone experiencing mental health issues.

W: www.beyondblue.org.au **P:** 1300 22 4636

SANE HELPLINE: Provides information, guidance, and referrals to manage mental health concerns.

W: www.sane.org **P:** 1800 187 263

ABOUT US

Established in 1995. The Irish support Agency NSW Inc. is a not for profit organisation based in Surry Hills, NSW.

We provide front-line support to anyone in the Irish-Australian community who find themselves in circumstances of crisis or distress. We also run programmes to help promote mental and physical wellbeing, social inclusion and a sense of connection in the community.



Senior Services



Home, Hospital
& Prison Visits



Family & Personal
Services



Health & Wellbeing
Services



Housing &
Accommodation
Services



Legal & Court
Support



Counselling
Support



Funeral and/or
Repatriation
Assistance



Social & Welfare
Services



Unemployment
Issues

ASK

If you feel like a friend, family member or colleague is struggling then encourage a conversation by simply asking 'how are you?'

LISTEN

If the person decides to share, listen, non-judgementally. If they do not want to share then assure them that you are here or encourage to talk to somebody else.

SUPPORT

Encourage Action

Let the person know that you are there to help and encourage them to seek assistance from a professional.

Make a plan to check in again soon

RECIPROCAL HEALTHCARE AGREEMENT

Australia and Ireland have a reciprocal healthcare agreement (RHCA) that enables visitors from Ireland to Australia to access medically necessary treatment as inpatients in public hospitals. Medically necessary means that treatment is required before a return to Ireland.

Cover for visitors from Ireland includes;

- Free treatment in a public hospital.
- Subsidised pharmaceuticals under the Pharmaceutical Benefits Scheme.
- Some medically necessary maternity care (The cover depends on visitor type).
- Access to the RHCA requires the provision of a passport as proof that the person is ordinarily resident in Ireland. A valid visa is also required.
- The RHCA does not cover those on student visas.

The above is for information only and is not produced by NSW government. If you require further information on the RHCA, please contact Medicare on **132 011**.

GAMBLING ADDICTION

GAMBLING HELPLINE: A 24/7 confidential helpline offering support and information.

W: www.gamblinghelponline.org.au **P:** 1800 858 858

HOPE STREET GAMBLING HELP: offers free and confidential counselling services and supports.

W: www.hopestreet.org.au **P:** 1300 275 227

GAMBLERS ANONYMOUS: Provides support through group meetings.

W: www.gaaustralia.org.au **P:** 02 9726 6625

ST. VINCENT'S GAMBLING TREATMENT SERVICE: Provides treatment for those concerned about or affected by problem gambling.

W: www.svhs.org.au **P:** 02 8382 9601

GAMBLING TREATMENT CLINIC: Provides counselling for individuals, couples and families experiencing gambling related difficulties.

W: www.sydney.edu.au/gtc **P:** 1800 482 482