

Law and Justice

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Abuse

CCA Emergency Relief & Social Welfare Service

Phone: 02 9858 3222

Address: 12 Lakeside Rd, Eastwood 2122

Email: administration@ccas.org.au

Web: www.ccas.org.au

Emergency relief and support for individuals and families. Caseworkers advocate access to services for individuals and families. A free service.

Child Protection Helpline

Phone: 132 111

Web: www.community.nsw.gov.au

Child protection and child abuse prevention. The Child Protection Helpline will take reports of child abuse, neglect, sexual abuse, physical abuse, emotional abuse and psychological harm from persons across NSW, 24hrs 7 days, for the cost of a local telephone call

Domestic Violence Line

Phone: 1800 656 463 (freecall), 1800 671 442 (TTY)

Web:

www.community.nsw.gov.au/parents,-carers-and-families/domestic-and-family-violence

Provides telephone counselling, information and referrals for women and same-sex partners who are experiencing or have experienced domestic violence.

Domestic Violence Liaison Committee - Ryde Hunters Hill

Phone: 02 9952 8303

Web:

www.ryde.nsw.gov.au/Community/Community-Safety/Safety-for-the-Community/Domestic-Violence-Prevention-and-Support

A committee of professionals from community organisations, government departments and interested members of the community who meet regularly to discuss issues relating to domestic violence. Advocate, educate and participate in or initiate projects associated with domestic violence issues.

Domestic Violence Liaison Officer**Phone:** 02 9879 9699**Address:** Gladesville Police Station, 8 Victoria Rd, Gladesville 2111**Web:** www.police.nsw.gov.au

Assists with matters relating to domestic violence including applications for Apprehended Violence Orders (AVO).

Family Relationship Centre Macquarie Park**Phone:** 02 8874 8088**Address:** Level 1, 68 Waterloo Rd, Macquarie Park 2113**Email:** macparkfrc@ransw.org.au**Web:** www.familyrelationships.gov.au

We provide Family Dispute Resolution service to separating parents and significant others around children's matters. We also assist families to connect with other services which help prevent a relationship breaking down and will provide assistance to separating families. The service is managed by Relationships Australia - New South Wales.

Gambling Help NSW**Phone:** 1800 858 858**Web:** www.gamblinghelp.nsw.gov.au

Provides confidential counselling, referral and support to people experiencing gambling related problems. Can assist with accessing financial, legal and face-to-face counselling for gamblers, their families and friends. Multilingual crisis counselling also available.

NSW Elder Abuse Helpline & Resource Unit (EAHRU)**Phone:** 1800 628 221**Email:** eahru@chcs.com.au**Web:** www.elderabusehelpline.com.au

A free, confidential helpline offering information, support and referrals to anyone who suspects, witnesses or experiences elder abuse. Callers remain anonymous

Ryde Family Services**Phone:** 02 9334 0111**Address:** West Ryde Community Centre, 3-5 Anthony Rd, West Ryde 2114**Email:** connect@thenortherncentre.org.au**Web:** www.thenortherncentre.org.au/

Family support services for families with children under 18 years of age living in the Ryde/Hunters Hill LGA. Services include counselling, advocacy, advice and referral, supported playgroup. Homelessness Early Intervention Service for single people and families with or without children living in the Northern Sydney District.

Advocacy

Australian Association for the Wellbeing of Children in Healthcare - (AWCH)**Phone:** 02 9817 2439**Address:** Gladesville Hospital, Building 40B, Cnr Victoria & Punt Rds, Gladesville 2111**Email:** awch@awch.com.au**Web:** www.awch.org.au

AWCH is a non-profit organisation advocating for the emotional and social needs of children and families within the health care system in Australia. AWCH advocates for a family-oriented approach to the care of children,

acknowledging that families are the main support and strength for children and young people when they are sick or have a chronic illness or condition. AWCH Child Health Library has an extensive collection, Some audio-visual materials are available for loan AWCH Ward Grandparent Scheme supports parents and families who may be unable to stay with or visit their hospitalised child regularly or who may need extra support during their child's hospitalisation

Australian Centre for Disability Law**Phone:** 1800 800 708, 02 9370 3135**Email:** advice@disabilitylaw.org.au**Web:** www.disabilitylaw.org.au

Provides telephone information, advice and representation to people with disability who feel they have a case under disability discrimination acts. Also provides seminars and workshops on related issues. Suitable for people with disability and their associates, organisations representing them and other community legal centres in NSW. Legal and rights resources available.

Brain Injury Australia (BIA) Ltd**Phone:** 1800 272 461 (BRAIN1), 02 9808 9390**Address:** Suite 5, Hodson Building, Royal Rehab, 241 Morrison Rd, Putney 2112**Email:** admin@braininjuryaustralia.org.au**Web:** www.braininjuryaustralia.org.au

Brain Injury Australia is the central clearinghouse of information and gateway to nationwide referral for optimising the social and economic participation of all Australians living with brain injury. Brain Injury Australia Limited represents all Australians with acquired brain injury (ABI) whatever the cause. Appointments necessary.

Parents of Deaf Children (PODC)**Phone:** 02 9870 8097, 0401 093 256**Address:** Suite 100b Australian Hearing Hub, 16 University Av, Macquarie University 2109**Email:** info@podc.org.au**Web:** www.podc.org.au

Parents of Deaf Children (PODC) is a non-profit organisation, supporting families with babies, children and teenagers with hearing loss in NSW. The organisation offers a range of information, support and advocacy services for parents and carers. PODC connects families to others in their local area via POD groups (parent groups). PODC produces a quarterly magazine, Sound News, which provides information about parenting and educating a child with hearing loss. PODC advocates on behalf of families with government departments and service providers.

Side by Side Advocacy**Phone:** 02 9808 5500**Address:** Shop 1, 30-32 Herbert St, West Ryde 2114**Email:** info@sidebysideadvocacy.org.au**Web:** www.sidebysideadvocacy.org.au

Seeks to create and provide opportunities for people with intellectual disabilities to be recognised and respected as valued members of the community, by fostering one-to-one relationships with advocates. Also provides individual advocacy assistance for people with disabilities.

Appeals and Tribunals

Fair Work Commission**Phone:** 1300 799 675**Web:** www.fwc.gov.au

National workplace relations tribunal. Independent body with power to carry out a range of functions relating to the safety net of minimum wages and employment conditions, enterprise bargaining, industrial action, dispute resolution, termination of employment and other workplace matters.

Mental Health Review Tribunal**Phone:** 02 9816 5955, 1800 815 511**Address:** Building 40, Gladesville Hospital, Digby Rd, Gladesville 2111**Email:** mhrt@doh.health.nsw.gov.au**Web:** www.mhrt.nsw.gov.au

A specialist quasi-judicial body established under the Mental Health Act 2007. It has a wide range of powers that enable it to make and review orders, and to hear some appeals, about the treatment and care of people with a mental illness. Most Tribunal panels consist of three members: a lawyer who chairs the hearing, a psychiatrist, and another suitably qualified member. Mental health inquires and some appeals can be conducted by an experienced single legal Tribunal member. The Tribunal has a wide jurisdiction, and conducts both civil and forensic hearings. Hearings are conducted in hospitals and community health centres.

Complaints

Aged Care Complaints Commissioner

Phone: 1800 550 552

Email: enquiries@agedcarecomplaints.gov.au

Web: www.agedcarecomplaints.gov.au

This is a free service to resolve complaints made about aged care services subsidised by the Australian Government, including residential care, home care, Commonwealth Home Support services and National Aboriginal and Torres Strait Islander Flexible services. These services may include nursing care, personal care, respite care, meals, domestic assistance, transport, home modification and maintenance, counselling, support and information services. Where possible, complaints should be made to the service provider in the first instance before contacting the Aged Care Complaints Commissioner.

Econsumer.gov

Web: www.econsumer.gov

An international website providing information and advice about safe online shopping. Complaints can be lodged online and information is used by government agencies in various countries to investigate suspect companies and individuals, uncover new scams and identify trends in fraud.

Medical Council of NSW

Phone: 02 9879 2200

Address: Building 45 Gladesville Hospital, Punt Rd, Gladesville 2111

Email: mcnsw@mcnsw.org.au

Web: www.mcnsw.org.au

Responsible for ensuring medical practitioners are fit to practice medicine by ensuring registered doctors maintain proper standards of conduct and competence via a range of programs and services.

New South Wales Council for Civil Liberties

Phone: 02 8090 2952

Email: office@nswccl.org.au

Web: www.nswccl.org.au

The Council monitors developments on a range of issues that affect the civil liberties of the citizens of New South Wales and provides limited support & assistance for those with civil liberties problems. The Council also prepares submissions for government, conducts court cases defending infringements of civil liberties, engages in public debates and produces publications.

NSW Health Care Complaints**Commission-Information Material**

Web: www.hccc.nsw.gov.au

The NSW Health Care Complaints Commission is an independent body dealing with complaints about health services or health care providers in NSW under the Health Care Complaints Act 1993. Health care providers can either be registered, like doctors, nurses; or un-registered, like acupuncturists, naturopaths, psychotherapists and others. The Commission also deals with complaints about hospitals, surgery centres and other health facilities.

NSW Industrial Relations

Phone: 131 628

Web: www.industrialrelations.nsw.gov.au

NSW IR's primary responsibilities are to monitor wages, employment rights, obligations and employment conditions in NSW.

Consumer Protection

SCAMwatch

Web: www.scamwatch.gov.au

Provides information to consumers and small businesses about how to recognise, avoid and report scams.

Corrective Services

Brush Farm Corrective Services Academy

Phone: 02 9804 5444

Address: Brush Farm, 66 Terry Rd, Eastwood 2122

Web: www.bfcsa.nsw.gov.au

Centre for training prison, probation & parole officers & for staff development of all departmental personnel. The Academy library is open to the public. Conference room & facilities for hire.

Courts of Law

Ryde Local Court

Phone: 1300 679 272

Address: Ryde Court House, 814 Victoria Rd, Ryde 2112

Email: local-court-ryde@justice.nsw.gov.au

Web:

www.localcourt.lawlink.nsw.gov.au/localcourts/court_locations/courts_r.html

The Registrar provides free information only on processes and procedures in Local Courts.

Discrimination

Anti-Discrimination Board, NSW

Phone: 02 9268 5555

Address: Level 7, 10 Valentine Av, Parramatta 2150

Email: adbcontact@justice.nsw.gov.au

Web:

www.antidiscrimination.justice.nsw.gov.au/

The Anti-Discrimination Board of NSW administers the Anti-Discrimination Act 1977. Inquiries may be made either by telephone or in person no appointment necessary. All matters are treated confidentially.

Family Law

Family Relationships Online

Phone: 1800 050 321

Web: www.familyrelationships.gov.au

This service provides a number of different information sectors and assistance:

Counselling, Family Dispute Resolution

providers, legal advice, financial advice, family mediation and dispute resolution and a range of publications about family law services, and parenting after separation. There is information available for children, couple, grandparents, parents, teenagers and carers.

Justices of the Peace

Christian Community Aid - Justice of the Peace Service

Phone: 02 9858 1377

Address: 12 Lakeside Rd, Eastwood 2122
Christian Community Aid provides a JP service every Wednesday from 9:30am to 11:30am. Please ring to confirm availability.

City of Ryde Library JP Service

Phone: 02 9952 8351

Web: www.ryde.nsw.gov.au/Library

Volunteer Justice of the Peace are available at various times and days across the library service. Please check website or contact staff for details.

Justice of the Peace Services

Web: www.jp.nsw.gov.au

Search JP services by suburb.

Macquarie Centre

Phone: 02 9887 0800

Address: Cnr Herring & Waterloo Rds, North Ryde 2113

Email: macquariecentre@ampcapital.com

Web: www.macquariecentre.com.au

A major regional shopping centre with over 340 specialty shops, major dept stores and supermarkets. A Justice of the Peace is available at the Customer Service Centre Wed 9:30am-3pm & Sat 9:30am-2:30pm.

Ryde Local Court

Phone: 1300 679 272

Address: Ryde Court House, 814 Victoria Rd, Ryde 2112

Email: local-court-ryde@justice.nsw.gov.au

Web:

www.localcourt.lawlink.nsw.gov.au/localcourts/court_locations/courts_r.html

The Registrar provides free information only on processes and procedures in Local Courts.

The NSW Justices' Association Ltd - Ryde City Branch

Phone: 02 9888 1780

Address: Meets at Hawks on Second, Second Ave, Eastwood 2122

Web: <http://jp.lawlink.nsw.gov.au/public/>

Provides referrals to the public who may need the services of a JP. The website provides a link to search for a JP and how to become a JP.

Legal Aid

Financial Rights Legal Centre Inc

Phone: 1800 007 007 (National Debt Helpline), 1300 663 464 (Insurance Law Service)

Email: info@financialrights.org.au

Web: www.financialrights.org.au

Community Legal Centre that gives free financial counselling, information, referral and legal advice to individual consumers on credit, debt, banking issues and insurance matters.

LawAccess NSW

Phone: 1300 888 529

Web: www.lawaccess.nsw.gov.au

This free government service provides legal help through its telephone and online service. You can telephone the service for legal information, referrals and in some cases, advice for people who have a legal problem in NSW. You can use the website to locate easy to read resources about a wide range of legal issues;

Legal Aid NSW**Web:** www.legalaid.nsw.gov.au

Legal Aid provides free legal advice and representation to the people of NSW.

Youth Hotline - Legal Aid**Phone:** 1800 101 810**Web:**www.legalaid.nsw.gov.au/what-we-do/criminal-law/youth-hotline

Provides legal advice and information to young people under 18, Interpreter service can be arranged.

Mediation

Conflict Resolution Training & Management Services**Phone:** 02 9889 1511**Address:** 122 Cox's Rd, North Ryde 2113**Email:** robbyngaspari724@gmail.com**Web:** www.gaspari.com.au

Not-for-profit training organisation. Conflict Resolution Skills Seminars.

Family Relationship Centre Macquarie Park**Phone:** 02 8874 8088**Address:** Level 1, 68 Waterloo Rd, Macquarie Park 2113**Email:** macparkfrc@ransw.org.au**Web:** www.familyrelationships.gov.au

We provide Family Dispute Resolution service to separating parents and significant others around children's matters. We also assist families to connect with other services which help prevent a relationship breaking down and will provide assistance to separating families. The service is managed by Relationships Australia - New South Wales.

Relationships Australia (New South Wales) - Northern Regional Office**Phone:** 1300 364 277**Address:** Suite 102, 68 Waterloo Rd, Macquarie Park 2113**Email:** enquiries@ransw.org.au**Web:** www.relationships.com.au

Provides counselling, mediation, family dispute resolution and relationships education.

Appointments available week days, evenings and Saturdays. Services are provided through a network of regional offices. Clients under 18 years must be accompanied by a parent or guardian.

Together for Humanity**Phone:** 02 9886 7414**Email:** admin@togetherforhumanity.org.au**Web:** www.togetherforhumanity.org.au

Together for Humanity is a not-for-profit organisation which embraces diversity, develops intercultural resources and delivers intercultural understanding and multi faith based workshops. We also provide tailored training for students and teachers to foster inclusive schools and communities.

Police

Crime Stoppers NSW**Phone:** 1800 333 000 (Freecall)**Web:**www.police.nsw.gov.au/can_you_help_us/crime_stoppers

Crime Stoppers provides members of the public the opportunity to report information on criminals and criminal activity anonymously.

Domestic Violence Liaison Officer**Phone:** 02 9879 9699**Address:** Gladesville Police Station, 8 Victoria Rd, Gladesville 2111**Web:** www.police.nsw.gov.au

Assists with matters relating to domestic violence including applications for Apprehended Violence Orders (AVO).

Eastwood Police Station

Phone: 02 9858 9299

Address: 3 Ethel St, Eastwood 2122

Web: www.police.nsw.gov.au

Covers Beecroft, Carlingford, Cheltenham, Cherrybrook, Denistone, Dural, Eastwood, Epping, North Ryde and Pennant Hills areas. Phone for information on crime prevention, Neighbourhood Watch, Volunteers in Policing and other community safety issues.

Gladesville Police Station

Phone: 02 9879 9699

Address: Corner Punt & Victoria Rds, Gladesville 2111

Web: www.police.nsw.gov.au

Gladesville Station is one of three that covers the Ryde Police Area Command. Services provided at Gladesville: General Duties Police; Licensing Office; Traffic Office; Domestic Violence Officers, Youth Liaison Officer; Crime Prevention Officers; Scene of Crime Officers.

Neighbourhood Watch Ryde District

Phone: 02 9858 1326

Email: philmmarybrown@hotmail.com

Web:

<https://www.facebook.com/pages/Neighbourhood-Watch-Eastwood-EW11-EW4-EW40-RYDE-LAC/269747633136286>

Provide Crime Prevention and Safety awareness information and literature for residents and businesses within the local Neighbourhood Watch areas.

Police Assistance Line

Phone: 131 444

Web:

www.police.nsw.gov.au/services/when_do_i_call_pal_131_444

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the NSW Police Force Assistance Line (PAL). Please see the website above for information on calling the Police Assistance Line. In a life-threatening emergency call 000.

Security

National Security Hotline

Phone: 1800 123 400

Email: hotline@nationalecurity.gov.au

Web: www.nationalecurity.gov.au

Established to receive information from the public on possible terrorist activity. Operated by trained and experienced call-takers who have a wide range of backgrounds, including police, security and military. All information is confidential and callers may remain anonymous if they wish.