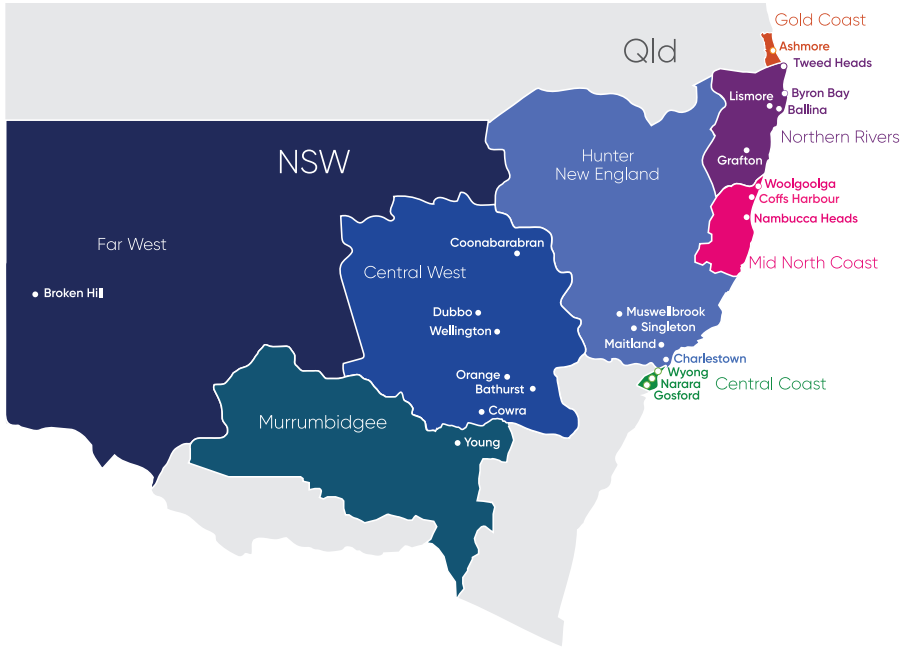


SUPPORT SERVICES GUIDE

Celebrating 50 years of Positive Social Change



Where we serve



- Central Coast**
Darkinjung
- Central West**
Gamilaraay, Gamilaroi, Gameroi, Kamilaroi, Wiradjuri
- Far West**
Wilyakali
- Gold Coast**
Yugambeh
- Hunter New England**
Awabakal, Biripi, Kamilaroi, Wanaruah, Wonnarua
- Mid North Coast**
Gumbaynggirr
- Northern Rivers**
Bundjalung
- Murrumbidgee**
Wiradjuri

This map is an attempt to represent the nation groups of the First Peoples of Australia within our office locations. We understand that some boundaries may be disputed or unclear, however we continue to learn.

At Social Futures we work to build inclusive communities where everyone is valued and supported.

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We acknowledge the Traditional Owners and Custodians of the land where we live and work and their continuing connection to land, water, sea and community. We pay respects to Australia's First Peoples, to their unique and diverse cultures, and to Elders past, present and future.

Inclusion is about the actions we take every day. We welcome, support, and celebrate diversity.

Disability Inclusion

Local area coordination

Social Futures is an NDIS partner delivering NDIS local area coordination services.

Local area coordinators work with people with disability, their carers and their families in several ways:

- understanding and accessing the NDIS
- linking to information, support and services in your local community
- working with our communities to make them more inclusive and welcoming of people with disability.

Contact us

1800 522 679

socialfutures@ndis.gov.au



Delivering the NDIS in
your community



Servicing Central Coast NSW, Northern NSW,
Western NSW and Far West NSW



The Indie Project

A fun and creative music-based program for young people that aims to build self-confidence and peer connections.

The Indie Project is designed for young people who are neurodivergent, have a disability or chronic illness, or who are just needing some extra support with their wellbeing and connection to others.

The sessions are fully inclusive and accessible, with activities focusing on individual strengths and interests. Musical ability is not required.

Contact us

1800 719 625

info@socialfutures.org.au



Servicing

South East Queensland

Funded by the Australian Government Department of Social Services



Mental Health and Wellbeing

headspace

Supports young people aged 12 to 25 going through a tough time with mental health; physical and sexual health; work, school and study; and alcohol and other drug challenges.

Contact us

headspace Ballina

02 6625 0200

enquiries@headspace-ballina.org.au

headspace Lismore

02 6625 0200

enquiries@headspace-lismore.org.au

headspace Tweed

07 5589 8700

enquiries@headspace-tweed.org.au



Servicing Ballina,
Lismore, Tweed Heads
and surrounding areas



headspace

Funded by Healthy North Coast through
the North Coast PHN program

Side by Side

Sometimes people feel overwhelmed due to their circumstances and need a helping hand to navigate the complexity of their situation.

Side by Side provides up to three weeks of compassionate and practical support to people experiencing situational or emotional distress. Support is available for adults in distress.

Contact us

02 6617 000

sidebyside@socialfutures.org.au



Servicing Newcastle, Lake Macquarie and surrounds

Funded by the Hunter New
England Central Coast Primary
Health Network

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative

**PRIMARY
HEALTH
NETWORK**



Care Connect

Aftercare support for people who have attempted suicide or are in a serious suicidal crisis. We offer in person support and can connect you to various services while we walk alongside you through the process.

Virtual Care Connect – another way to access support

Meet with your support coordinator via video call or phone, instead of visiting a clinic. It's a flexible, convenient option designed to make accessing care easier for you.

Contact us

1800 719 625

careconnect@socialfutures.org.au

 **Servicing** Central Coast, Cessnock, Dungog, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton, Upper Hunter, Taree and Manning



Care Connect is delivered by Social Futures and funded by the Hunter New England Central Coast Primary Health Network.

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative

**PRIMARY
HEALTH
NETWORK**

StandBy – Support After Suicide

Supports individuals and communities affected by suicide. Local staff provide free in-person and phone support for health and wellbeing.



We connect individuals to local resources and other helpful services. Educational workshops are also offered to increase understanding of suicide and bereavement, fostering community support.

StandBy is accessible seven days a week. You can call us on 1300 727 247 from 6 am to 10 pm each day for support.

Contact us

1300 727 247

standby@socialfutures.org.au

standbysupport.com.au



Servicing Gold Coast Qld, North Coast NSW, Hunter New England and Central Coast NSW and Western NSW

An initiative funded by the Australian Government

Muswellbrook Medicare Mental Health Centre

It's okay if you're not feeling okay. Muswellbrook Medicare Mental Health Centre is a free mental health service offering support, care and options – without needing a referral. We provide free counselling, information about online services, and referrals to mental health or other support services.

Contact us

1800 595 212



Servicing Muswellbrook, Scone, Singleton and surrounds

Funded by the Australian and
NSW Governments



The Bridge

A free alcohol and other drugs support service. We offer counselling, culturally responsive engagement and specialist support including managing withdrawal; minimising harm; and accessing specialists and clinical services. You don't need a referral to visit – just walk in, phone, or email us. The Bridge also supports people on an Opioid Treatment Program with regular health checks, prescriptions and psychosocial support.

Contact us

1800 319 801

thebridge@socialfutures.org.au



Servicing Singleton, Muswellbrook, Maitland, Cessnock, Kurri Kurri and surrounds

Funded by NSW Ministry of Health



Pillars of Support

A free counselling service for those who support people dependent on alcohol or other drugs or are impacted by other people's use of alcohol and other drugs.

You don't need a referral – just walk in or give us a call. We are here for everyone in Singleton, Muswellbrook, Maitland, Cessnock, Kurri Kurri, and surrounds.

Contact us

1800 319 801

thebridge@socialfutures.org.au

 **Servicing** Singleton, Muswellbrook, Maitland, Cessnock, Kurri Kurri and surrounds

Funded by NSW Ministry of Health





Housing and Homelessness

People experiencing homelessness who are in need of emergency accommodation should contact **Link2home** for 24/7 phone support on **1800 152 152**.

Assertive Outreach

We bring support to you. Social Futures works directly with people sleeping rough and experiencing homelessness in the Tweed Heads, Byron Bay and Ballina areas. Our Assertive Outreach team will help you to:

- find short-term housing and work towards a long-term housing plan
- connect to culturally appropriate health, mental health and wellbeing services
- access other government and community supports.

We work collaboratively with other Specialist Homelessness Services, NSW Department of Communities and Justice and NSW Department of Health.

Contact us

1800 048 310

info@socialfutures.org.au



Servicing

Tweed and
Byron Shires



Proudly funded by the NSW Government

Connecting Home

We all deserve somewhere safe to call home.

Connecting Home supports people who are homeless, or at risk of homelessness, to identify and source sustainable housing. Our program workers do this through informing people about their options, linking with appropriate housing providers, such as Housing NSW, community housing and private rental options, and linking people to community supports and services.

Connecting Home is government funded and is a voluntary service for people who are homeless or at risk of homelessness including tailored supports for young people (16–25), adults (of any age), women (aged 55 years and over), and families.

Contact us

1800 048 310

info@socialfutures.org.au

Proudly funded
by the NSW
Government



Servicing Tweed, Byron, Ballina, Lismore, Kyogle, Richmond Valley and Clarence Valley local government areas





Connecting Home: Aboriginal Homelessness Service

Providing culturally appropriate support for Aboriginal and Torres Strait Islander women, men, families and young people 16 and over, who are experiencing homelessness or who are at risk of homelessness in Northern NSW.

We can:

- help explore safe housing options, including crisis accommodation when needed,
- look at the challenges affecting your housing,
- connect you with services that can assist your next steps.

Contact us

1800 048 310

info@socialfutures.org.au

 **Servicing** Tweed, Byron, Ballina, Lismore, Kyogle, Richmond Valley and Clarence Valley local government areas

Proudly funded by the NSW Government



Connecting Home: Women experiencing domestic and family violence

Everyone deserves to feel safe at home and in relationships. Domestic and family violence can have a serious impact on safety, wellbeing, and housing stability.

Social Futures supports women aged 16 and over who are homeless or at risk of homelessness due to domestic and family violence in Tweed, Richmond Valley, Byron, Kyogle, Clarence Valley, Ballina, and Lismore.

Contact us

If you are in Tweed, Ballina, Richmond Valley or Kyogle LGAs contact Social Futures on **1800 387 867** (24/7)

If you are in Lismore LGA, contact Women Up North on **02 6621 5187** (24/7)

If you are in Clarence Valley LGA, contact Clarence River Domestic and Family Violence Services on **02 6642 4955** (24/7)

info@socialfutures.org.au

 **Servicing** Tweed, Byron, Ballina, Lismore, Kyogle, Richmond Valley and Clarence Valley local government areas

Proudly funded by the NSW Government





Connecting You (HYAP)

Connecting You is a Homeless Youth Assistance Program that supports young people (aged 12–15) who are having problems at home, or who are at risk of becoming homeless, to get connected with family, friends, work, school, and the community.

This program is by referral only from the NSW Department of Communities and Justice.

Contact us

1800 048 310

info@socialfutures.org.au



Servicing Tweed, Byron, Ballina, Lismore,
Kyogle, Richmond Valley and Clarence
Valley local government areas

Proudly funded by the NSW Government





Supported Temporary Accommodation

Our Supported Temporary Accommodation team provides onsite management and support for Social Futures temporary accommodation facilities in Tweed Heads, Lismore and Grafton.

We support participants on their journey towards a sustainable housing outcome through referral to clinical, allied health and other wrap-around services.

Supported temporary accommodation hubs cannot accept walk-ins.

People experiencing homelessness who are in need of emergency accommodation should contact [Link2home](#) for 24/7 phone support on 1800 152 152.



Servicing Tweed Heads, Lismore,
Grafton local government areas

Proudly funded by the NSW Government



Employment Support

Inclusive Employment

Inclusive Employment Australia is a specialist employment program, supporting people with disability, as well as those with injury or health conditions, to find employment and develop their career.

Contact us

1800 719 625



 **Servicing** Coffs Harbour, Woolgoolga, Nambucca Heads, Dubbo, Wellington, Coonabarabran, Orange, Cowra, Young

Funded and supported by the Australian Government





Families and Children

Family Connect and Support

Raising children can be tough, but we're here to help. Family Connect and Support connects families, children, and young people with culturally appropriate supports and services. Whether you're facing challenges with parenting, family breakdown, mental health, financial stress, substance use, housing, or domestic and family violence, we're here to provide information, advice, and connections to local services.

Contact us

1800 327 679

fcs@socialfutures.org.au



Servicing Northern NSW

Proudly funded by the NSW Government



Family Connect in Schools

Family Connect in Schools Catholic Schools Program helps children, young people and families with parenting challenges, financial stress, substance use, family breakdown and housing issues.

Contact us

1800 719 625

info@socialfutures.org.au

Proudly funded by Diocese of
Lismore Catholic Schools



Servicing Northern NSW and Mid North Coast

Getting it Together

Every young person has the power to shape their future. Getting it Together empowers young people (8–25 years) to create positive change in their lives. Our program supports and inspires young people to harness their strengths, overcome challenges, and develop independence.

Contact us

1800 719 625

info@socialfutures.org.au



Servicing Tweed, Byron, Ballina, Lismore, Kyogle,
Richmond and Clarence local government areas

Proudly funded by the NSW Government

Elements

Are you struggling? Need to talk? We can help. Elements provides free counselling to Northern Rivers families, to help build wellbeing, heal from trauma and improve family relationships.

Elements offer counselling, deep listening, art therapy, trauma healing, mindfulness and relaxation strategies, all held within a safe space.

Contact us

1800 719 625

info@socialfutures.org.au



Servicing Lismore, Casino, Coraki, Evans Head and Ballina

Funded by the Australian Government Department of Social Services



Reconnect

Reconnect assists young people (12–18 years) who may be at risk of becoming homeless due to the breakdown of family relationships.

We provide counselling, mediation and practical support for young people and their families.

Contact us

1800 719 625

info@socialfutures.org.au

 **Servicing** Tweed, Byron, Ballina, Lismore, Kyogle, Richmond and Clarence Valley local government areas

Funded by the Australian Government Department of Social Services



Mijung Jarjums Kids in Mind

We all want kids and young people to be well, happy and to lead full lives. Mijung Jarjums Kids in Mind is a free program which supports the wellbeing, resilience and mental health of children and young people, their families and carers, so they can thrive.

We provide flexible, responsive, practical support using creativity and play to promote the wellbeing of young people up to 18 years of age.

Contact us

1800 719 625

mjkim@socialfutures.org.au

 **Servicing** Lismore, Richmond Valley and Kyogle local government areas

Funded by the Australian Government Department of Social Services





Young People

Ground Up Youth Collective

Ground Up Youth Collective is empowering young people to get involved in their community and build a stronger sense of belonging. The program supports youth through events and initiatives like High Schoolers Haven, a monthly hangout space designed for teens.

Contact us

1800 719 625

 **Servicing** Lismore, Goonellabah, Casino
and Coraki

Funded by the NSW
Department of
Communities and Justice



**Communities
& Justice**

Community Housing

Social Futures is working to address the critical supply shortage of transitional, temporary, social and affordable housing across Northern NSW.

We are driving real change by:

- securing properties to be used as temporary accommodation,
- developing new housing sites,
- acquiring and upgrading existing properties, and
- exploring opportunities and managing properties in partnership with NGOs, private developers and all tiers of government.

Together, we're creating stronger housing solutions for our communities. To learn more or discuss development opportunities, reach out to us at **info@socialfutures.org.au**.





Social Impact Projects

Byron CoLab on Arakwal Country

Byron CoLab on Arakwal Country is a vibrant community hub just steps from the heart of Byron, owned by Byron Shire Council and managed by Social Futures.

We're hosting education providers, businesses, community service providers, allied health, arts and community groups, who are all working together to build resilience and capacity in our local community.

Visit the website to learn more about:

- booking co-working desks, meeting rooms and micro-offices
- commercial tenancies available for rent.

Contact us
0407 787 595

byroncolab@socialfutures.org.au
socialfutures.org.au/byroncolab/

Sector Support

Social Futures works collaboratively with the human services sector to build capacity and achieve better results alongside communities.

Community Aged Care Sector

Our Community Aged Care Sector Support program supports the development of the home support service system in the Northern Rivers. We focus on building connections and practice between services and with other stakeholders – to support older Australians to exercise choice and control to live in their homes and keep connected to their communities.

Contact us

1800 719 625

sectordevelopment@socialfutures.org.au

Funded by the Australian Government Department of Health Disability and Ageing



Community and Family Support – Community Sector Coordination

The Community and Family Support (CAFS) Community Sector Coordination program supports service delivery coordination, planning, collaboration and practice development alongside organisations delivering the CAFS program.

Contact us

1800 719 625

sectordevelopment@socialfutures.org.au

Proudly funded by the NSW Government

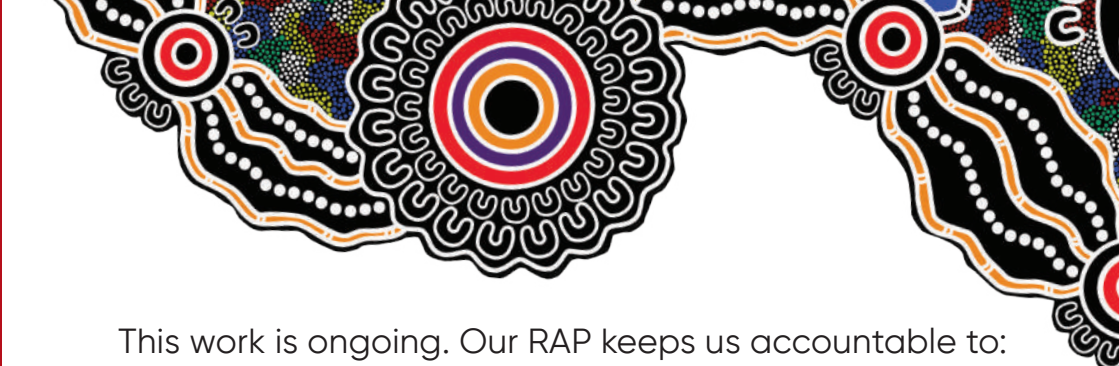


Reconciliation at Social Futures

At Social Futures, reconciliation is embedded in our way of working. It's in our commitment to listening, learning, and walking alongside Aboriginal and Torres Strait Islander peoples.

Our Reconciliation Action Plan focusses on real relationships, genuine opportunities and partnerships, and cultural humility.





This work is ongoing. Our RAP keeps us accountable to:

- building deeper connections that are grounded in respect and trust,
- celebrating the strength, knowledge, and resilience of First Nations communities,
- creating opportunities through our employment and procurement strategies, and
- learning with humility, growing through listening.

Reconciliation lives in the everyday, and in our organisation's strategies and policies – in our conversations and decisions, our structures and relationships, and our commitments.

Learn more about our RAP journey:

socialfutures.org.au/reconciliation-action-plan





Positive Social Change

socialfutures.org.au

1800 719 625

PO Box 5419 East Lismore NSW 2480

info@socialfutures.org.au

Join us on



Office locations

Ashmore | Ballina | Bathurst | Broken Hill | Byron Bay
Charlestown | Coffs Harbour | Cowra | Dubbo
Gosford | Grafton | Lismore | Maitland | Muswellbrook
Nambucca Heads | Narara | Orange | Singleton
Tweed Heads | Woolgoolga | Wyong | Young

