

# Help Lines

# Complaints

# Self-Help

## ACON AIDS Council of NSW

(Hep C Info Line)

1800 063 060

Sydney: 9206 2000

Health promotion. Based in the gay, lesbian, bisexual and transgender communities with a focus on HIV/AIDS

Mon-Fri 10 am - 6 pm.

## ADIS Alcohol & Drug Information Service

1800 422 599

Sydney: 9361 8000

General drug & alcohol advice, referrals & info. NSP locations and services etc. 24 hrs

## CreditLine

1800 808 488

Financial advice and referral.

## HepC Helpline

1800 803 990

Sydney: 9332 1599

Mon 9am - 8pm, Tues - Thurs 9am - 5pm, Fri 10 am - 5pm. Closed daily 1pm-2pm

## HIV/AIDS Infoline

1800 451 600

Sydney: 9332 9700

Mon-Fri 8am - 6.30pm, Sat 10am - 6pm

## Homeless Persons Info Centre

(02) 9265 9081

OR (02) 9265 9087

Phone info & referral service for homeless or at-risk people. Mon-Fri 9am- 5pm.

## Karitane

1800 677 961

Sydney: 9794 1852

Parents info & counseling. 24hrs. [www.swsahs.nsw.gov.au/karitane/](http://www.swsahs.nsw.gov.au/karitane/)

## Lifeline

13 11 14

Counseling & info on social support options. 24 hrs.

## MACS Methadone Advice & Complaints Service

1800 642 428

Info, advice & referrals for people with concerns about methadone treatment. List of prescribers.

Mon-Fri 9.30am-5pm.

## Multicultural HIV/AIDS & Hepatitis C Service

1800 108 098

Sydney: (02) 9515 5030

Support & advocacy for people of non- English speaking background living with HIV/AIDS, using bilingual/bicultural co-workers from 17 language groups.

## Prison's HepC Helpline

Free call from inmate phone for info & support. Enter MIN number and PIN, press 2 for Common List Calls, then press 3 to connect to the helpline.

Mon - Fri 9am - 5pm.

## St. Vincent De Paul Society

Head Office: 9560 8666

Accommodation, financial assistance, family support, food & clothing. Mon-Fri 9am - 5pm.

## Salvo Care Line

1300 363 622

Sydney: 9331 6000

Welfare & counseling. 24hrs.

## SWOP Sex Workers Outreach Project

1800 622 902

Sydney: 9319 4866

Health, legal, employment, safety, counseling & education for people working in the sex industry.

## Women's Information & Referral Service

1800 817 227

Phone for all special needs of women and children

## Anti-discrimination Board of NSW

1800 670 812

Sydney: 9268 5555

Information on discrimination issues. Mon-Fri 9am - 5pm.

## Health Care Complaints Commission

1800 043 159

Investigates complaints re: treatment & care by doctors, nurses, dentists, etc., about discrimination, privacy & breaches of confidentiality; about clinic or hospital service.

## NSW Ombudsman

(02) 9286 1000 or

1800 451 524 (country only)

Investigates complaints against the decisions and actions of local government and NSW police.

## NA Narcotics Anonymous

(02) 9519 6200

Peer support for those seeking a drug-free lifestyle. 24 hr no. statewide.

## CMA Crystal Meth Anonymous

0410 / 324 384

Regular meetings around Sydney. Call for times and locations.

[www.crystalmeth.org](http://www.crystalmeth.org)

## SMART Recovery

Self-Management & Recovery Therapy

(02) 9361 8020

Self-help group working with cognitive behavioural therapy.

## Family Drug Support Hotline

1300 368 186

Sydney: 9818 6166

Support for families of people with dependency.

24 hours.

## NAR-ANON

(02) 9418 8728

Support group for people affected by another's drug use.

24 hours.

# Medical Services

## Aboriginal Medical Service Redfern

(02) 9319 5823

## Albion Street Centre Surry Hills

1 800 451 600  
(02) 9332 9600

Free testing for HIV / hepC & other. Medical care, nutritional info & psychological support for people living with HIV & hepC.

## Campbell House Surry Hills

(02) 9380 5055  
GP, dentist, optometrist, chiropractor, mental health. Medicare card required.

## Haymarket Foundation Clinic Darlinghurst

(02) 9331 1969

Walk-in homeless clinic on 165B Palmer St D/Hurst. No Medicare card required.

## KRC Kirketon Road Centre Kings Cross

(02) 9360 2766

For 'at risk' youth, sex workers, and injecting drug users. Medical, counseling and social welfare service. Methadone & NSP from K1.

## MSIC Medically Supervised Injecting Centre Kings Cross

(02) 9360 1191

A safe supervised place to inject. 66 Darlinghurst Road, Kings Cross opposite train station.

## South Court Penrith

1800 354 589

Medical service, sexual health & nurses. Vaccinations, blood screens, safe injecting & general vein care. No Medicare required.

## Youthblock Camperdown

(02) 9516 2233

12 – 24 years. Medical and dental available etc. No Medicare required.

# Legal Services

## CRC Court Support Scheme

(02) 9288 8700

Available to assist people through the court process.

## Disability Discrimination Legal Centre

(02) 9310 7722

Provides free legal advice, representation and assistance for problems involving discrimination against people with disabilities and their associates.

## HIV/AIDS Legal Centre

1800 063 060

(02) 9206 2060

Provides free legal advice to people living with or affected by HIV/AIDS.

## Legal Aid Hotline

1800 10 18 10

For under 18s. Open 9am - midnight during the week. 24 hours on weekends.

## Legal Aid Commission

(02) 9219 5000

May be able to provide free legal advice and representation. The Legal Aid Central office can also put you in contact with local branches.

## The Shopfront Youth Legal Centre

(02) 9360 1847

Legal service for homeless and disadvantaged young people.

# Treatment Centres

## The Buttery Bangalow

Ph: 6687 1111

## Corella Lodge Prairiewood

Ph: 9616 8800

## Detour House Glebe

Ph: 9660 4137

## Gorman House Detox

Darlinghurst

Ph: 9361 8080 / 8082

## Hadleigh Lodge Leura

Ph: 4782 7392

## Herbert St Clinic St Leonards

Ph: 9926 7276

## Jarrah House Maroubra

Ph: 9661 6555

## Kathleen York House

Glebe for women and girls

Ph: 9660 5818

## Kedesh House Berkeley

Ph: 4271 2606

## Lakeview Belmont

Ph: 4923 2060

## Lorna House Wallsend

Ph: 4921 1825

## Langton Centre Surry Hills

(via Sydney Hosp. selective process only)

Ph: 9332 8777

## Lyndon Withdrawal Unit Orange

Ph: 6362 5444

## McKinnon Unit Rozelle

Ph: 9556 9245 / 9241

## Meridian Clinic Kogarah

Ph: 9350 2944

## Miracle Haven Br

Program Morrisset

Ph: 4973 1495 / 1644

## Nepean Hospital Penrith

Ph: 4734 1333

## Northside Clinic

Greenwich

Ph: 9433 3555

## O'Connor House Wagga Wagga

Ph: 69254744

## Odyssey House Eagle Vale

Ph: 9820 9999

## Orana House Warrarong

Ph: 4223 8155

## Palm Court Rozelle

Ph: 9556 9752 / 9100  
(switch)

## Phoebe House Banksia

Ph: 9567 7302

## Phoenix Unit Manly

Ph: 9976 4228

## Riverlands Drug & Alcohol Centre Lismore

Ph: 6620 7612

## St. John of God Burwood

Ph: 9747 5611 &  
1300 656 273

## St. John of God

North Richmond

Ph.: 4588 5088 or  
1800 808 339

## The Salvation Army

Bridge Prog. Nowra  
Ph: 4422 4604

## South Pacific Private

Hospital Curl Curl  
Ph: 1800 063 332

## The Sydney Clinic Bronte

Ph: 9389 8888

## The Ted Noffs Foundation Randwick

Ph: 9310 0133 &  
1800 151 045

## WHOS We Help

Ourselves Redfern  
Ph: 9318 2980

## WHOS We Help

Ourselves Cessnock  
Ph: 4991 7000

## William Booth Institute Surry Hills

Ph: 9212 2322

## Wollongong Crisis Centre Berkeley

Ph: 4272 3000

List includes detoxes, rehabs and counselling services. (Not a comprehensive list. Ring ADIS 9361 8000 for more).