



Family Law
PATHWAYS
NETWORK

Service Directory 2020

ACT AND
REGION



The contact information in this booklet was correct at time of print. Any changes or further information can be directed to:

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Contents

Aboriginal organisations	2
Alcohol and drug help	3
Counselling and mediation	4
Family help and support	6
Family violence and sexual assault	8
Financial help	9
Out of home care	9
Housing help	10
Practical assistance	10
Legal help	11

Aboriginal organisations

Dhunlung Yarra Service

P: 1300 364 277

E: enquiries@racr.relationships.org.au

A: 15 Napier Close, Deakin ACT

www.racr.relationships.org.au

Delivers a range of culturally appropriate services, including counselling, family dispute resolution and other relationship support services.

Gugan Gulwan

P: 6296 8900

A: Gratton Court, Waniassa ACT

www.gugan-gulwan.com.au

Includes a Drug and Alcohol program, Child, Youth and Family Support Program, NDIS outreach Program and a Reconnect Program to support young Aboriginal and Torres Strait Islander people.

Winnunga Nimmityjah Aboriginal Health and Community Services

P: 6284 6222

A: 63 Boolimba Cres, Narrabundah ACT

www.winnunga.org.au

Aboriginal community controlled comprehensive primary health care and community services in a culturally safe setting for the ACT and region's Aboriginal community. Services include a range of programs to promote good health and wellbeing.

Alcohol and drug help

ACT Health

P: 6207 9977 (24 hour helpline)

www.health.act.gov.au

ACT Health offers information, advice, referral, intake, assessment and support 24 hours a day. Offers services for individuals, their family and friends, general practitioners, other health professionals, and business and community groups.

Directions Health Services

P: 6132 4800

E: reception@directionshealth.com

A: 21 Bowes Street, Level 6,
Cosmopolitan Centre, Woden ACT

www.directionshealth.com

Provides treatment and support for individuals, family members and other people impacted by alcohol and other drug use in the ACT and surrounding regions in NSW.

Karralika Programs

P: 02 6185 1300 or 1800 152 772

E: info@karralika.org.au

A: Ground Floor, 2 Napier Close Deakin ACT 2600

www.karralika.org.au

Specialist alcohol and drug organisation supporting adults, young people and families to address and recover from alcohol and drug problems through a range of residential and community programs.

Canberra Recovery Service

P: 6295 1256

A: 5–13 Mildura Street, Fyshwick ACT

www.salvos.org.au

The Salvation Army provides long-term residential treatment facilities, community-based support programs, and Withdrawal Management Services (detox) to people in Canberra.

Toora Women Inc.

P: 6122 7000

E: TooraAdmin@toora.org.au

www.toora.org.au

Supporting women with complex issues who have experienced past or present traumas such as domestic and sexual violence, the impact of their own or another's drug and alcohol use and/or mental health issues, homelessness or risk of homelessness, or the ACT corrections system.

Catholic Care

P: 6162 6100

E: info@catholiccare.cg.org.au

A: 57 Hicks Street, Red Hill ACT

PO Box 3167, Manuka ACT

www.catholiccare.cg.org.au

Provides specialist Alcohol and Other Drug programs to the Canberra community.

Counselling and mediation

Catholic Care Canberra & Goulburn

P: 6295 4300

E: info@catholiccare.cg.org.au

A: 57 Hicks Street, Red Hill ACT

PO Box 3167, Manuka ACT

www.catholiccare.cg.org.au

Provides an extensive range of family support programs from outreach services, family counselling, domestic violence support, case management, relationship education to parenting groups.

Catholic Care: Family & Adolescent Counselling & Mediation Program (FACES)

P: 6162 6100

E: info@catholiccare.cg.org.au

A: 57 Hicks Street, Red Hill ACT

PO Box 3167, Manuka ACT

www.catholiccare.cg.org.au/service/family-adolescent-counselling-mediation-program-faces-2/

A counselling service for young people aged 10-21 years, and their parents, family members and carers. It provides the chance to talk to each other in a supportive environment to work through any problems and better your relationships. Counsellors are skilled in individual therapy. There may be a fee associated with this service.

Canberra Family Relationships Centre

P: 6122 7190

E: canberrafrc@racr.relationships.org.au

A: 15 Napier Close, Deakin ACT

www.relationships.org.au/locations/act/canberra-frc

Staffed by independent, professionally qualified staff offering confidential and impartial services to families. Centres have a focus on providing family dispute resolution to enable separating families achieve workable parenting arrangements, and assisting in strengthening relationships.

Conflict Resolution Service

P: 6189 0590

Youth crisis mediation: 6189 0590

A: Level 2 and 3, Griffin Centre

20 Genge Street, Canberra City

www.crs.org.au

Offers confidential free or low cost services for the Canberra region. Services include, family dispute resolution, assisted settlement, youth crisis mediation, conflict coaching, mediation, facilitation, information and referral, community education, and training and professional development.

Lifeline

P: 13 11 14

www.lifeline.org.au

Provides 24/7 crisis support and suicide prevention services.

Parentline ACT

P: 6287 3833

E: parentline@parentlineact.org.au

A: PO Box 4102, Weston Creek ACT

www.parentlineact.org.au

A not-for-profit organisation offering respectful, caring, understanding approach to your parenting questions. The free telephone counselling service is available to parents and carers for any issue regarding bringing up children and family relationships. Callers have access to immediate counselling and support over the phone from qualified professionals, information and referrals to other agencies, ongoing phone support and face-to-face counselling.

Relationships Australia Canberra & Region

P: 6122 7100

E: CanberraFRC@racr.org.au

A: 15 Napier Close, Deakin ACT

www.racr.relationships.org.au

A team of highly-skilled counsellors, mediators and educators provide high quality relationship services, such as family dispute resolution, and a range of counselling services.

YWCA: Circles of Support

P: 6175 9900

E: circlesofsupport@ywca-canberra.org.au

https://ywca-canberra.org.au/community-services/circlesofsupport/

A counselling service providing therapeutic support and information for children and young people aged five to 15 years, and their families. This service can work with all members of the family and aims to strengthen family relationships and improve wellbeing.

Family help and support

Anglicare

P: 6245 7100
E: reception@anglicare.com.au
A: GPO Box 360 Canberra ACT 2601
www.anglicare.com.au

Focuses on helping children, young people and families who are homeless or in crisis, as well as supporting parents to make sure their children are school ready, and stay engaged with school and post-school training.

Child and Family Centres

Gungahlin: 6207 0120
51 Earnest Cavanagh St, Gungahlin

Tuggeranong: 6207 8228
159 Anketell St, Greenway

West Belconnen: 6205 2904
6 Luke St, Holt

E: childandfamilycentres@act.gov.au
www.communityservices.act.gov.au/ocyps/childandfamilycentres

A 'one-stop-shop' supporting families through the early years of a child's life, from pre-birth to 8 years. Services include parenting support, courses and groups, early intervention and mental health.

Child and Youth Protection Services

P: 132 281 (General enquiries)
1300 556 728 (Mandated reporters)
E: childprotection@act.gov.au
www.communityservices.act.gov.au/ocyps

The CYPS has a statutory responsibility to support children, young people and families requiring a care or justice response. We facilitate and coordinate services across government for the care and protection of children and young people believed to be at risk of harm.

Child At Risk Health Unit (CARHU)

P: 6244 2712
AH: 6244 2222
www.health.act.gov.au

Provides consultation on health related concerns about children/young people suspected of being abused. A written referral is required from all health and other professionals where a clinical service is requested. CARHU is part of ACT Health's Division of Women, Youth and Children Community Health Programs based at the Canberra Hospital. The unit provides medical examinations, health screens, education, consultation and therapy for children and their families/carers where there are concerns of child abuse and/or neglect.



EveryMan

P: 6230 6999

E: contact form on website

A: Room 3.01 Griffin Centre, 20 Genge Street Civic
www.everyman.org.au

Supports men with a range of issues, including homelessness, living with mental illness or disability, ex-prisoners, perpetrators or survivors of domestic and family violence, relationship or parenting difficulties, depression and anxiety.

Karinya House for Mothers & Babies

P: 6259 8998 operates 24/7

E: info@karinyahouse.asn.au

www.karinyahouse.asn.au

A community based, not for profit organisation providing supported accommodation, transitional housing and outreach services to pregnant and parenting women and their children. The service operates 24/7 and offers a secure and caring environment to women who are pregnant or newly parenting, without appropriate support and accommodation.

Parentlink

P: 13 34 27

E: parentlink@act.gov.au

www.parentlink.act.gov.au

A primary prevention community education program that provides parenting information to parents within the ACT and region.

Marymead

P: 6162 5800

E: enquiries@marymead.org.au

A: 255 Goyder St, Narrabundah ACT 2604
www.marymead.org.au

Delivers a range of family support services to children, young people and their families including counselling, early intervention programs, foster care, post separation support, parent education groups, mental health support programs and contact and changeover services.

St Vincent de Paul Society Canberra/Goulburn

P: 6282 2722

E: info@svdpcg.org.au

A: PO Box 51, Deakin West ACT 2600
www.vinnies.org.au

Provides services to people at risk and currently experiencing homelessness, to people experiencing chronic and mental illness and a range of education services. Programs for disadvantaged youth and young carers are also offered.

Barnardos

P: 6124 3800

E: southernnsw@barnardos.org.au

A: 24 Thornton Rd, Karabar NSW
www.barnardos.org.au

Offers Child, Youth & Family Support Programs. Services Queanbeyan, Bungendore and Palerang PLAs, Cooma Monaro & Snowy River Region.

Family violence and sexual assault

ACT Policing

P: 000 for emergency or life threatening situation
131 444 for non-emergency police assistance
1800 333 000 Crime Stoppers

www.police.act.gov.au

Beryl Women Inc.

P: 6230 6900
E: admin@beryl.org.au
www.beryl.org.au

A specialist domestic violence service for women and children. We provide support, advocacy, case management in a trauma informed framework, crisis accommodation and outreach support for women and children experiencing domestic violence.

Canberra Rape Crisis Centre

P: 6247 2525 Crisis and Counselling Support Line
0488 586 518 [Text only]
E: crcc@crcc.org.au
www.crcc.org.au

Available for any woman, man, young person or child who has experienced sexual violence in any of its forms recently or historically. We also offer support for family and friends who are supporting a victim/survivor of sexual violence. The service is staffed by specially trained workers 7am–11pm and all services are free and confidential.

Domestic Violence Crisis Service

P: 6280 0900 24 Hour Crisis Line
E: crisis@dvcs.org.au
www.dvcs.org.au

An inclusive service working with children, young people and adults who experience violence and/or controlling behaviours in their relationships. DVCS provides crisis intervention via their 24/7 telephone line, access to emergency accommodation, legal advocacy, support to young people and their families, support to men to address their use of family or domestic violence, support groups for women, men and children, security upgrades, safety planning, awareness, education and training.

Victim Services ACT

P: 1800 822 272
A: Level 2, 11 Moore St, Canberra City
www.victimsupport.act.gov.au

Anyone who is a victim of a crime committed in the ACT is eligible for some support or information from Victim Support ACT. Victims of non-violent crimes such as burglary or motor vehicle theft are provided with up to two hours of support. Victims of violent crimes may be entitled to more extensive level of service depending on the impact the crime has had and the level of support they need.

Financial help

Canberra Community Law – Social Security Law

P: 6218 7977
E: info@canberracommunitylaw.org.au
A: Level 1, 21 Barry Drive, Turner ACT
www.canberracommunitylaw.org.au

Social Security Law can provide you with free legal advice if you are having problems with Centrelink.

Care Financial Counselling Service

P: 1800 007 007 weekdays 9am-4:30pm
E: admin@carefcs.org
A: Level 4 CCG House, 219 London Circuit, City
www.carefcs.org

A free service assisting people who are in debt about how to negotiate with creditors. We give information about financial matters, help people budget and talk through the stresses of living on a low or restricted income. After-hours Drop-in Service: Wednesdays 5:30–7:30pm

Child Support Agency

P: 131 272 (Applications and General Enquiries)
131 107 (Automated information service)
1800 241 272 (Payment Hotline)
www.humanservices.gov.au

The Child Support web page provides a range of information on how to apply, calculate and pay child support, as well as information for parents, non-parent carers and young people who are becoming independent.

Centrelink

P: 136 150
A: Service Centres in each town centre
www.humanservices.gov.au/customer/dhs/centrelink

Information for separated parents on payments and services.

Out of home care

ACTTogether

P: 1300 933 678
A: 26 Thynne St, Bruce ACT
www.acttogether.org.au

Provides out of home services for children and young people in care and carers in the ACT under the A Step Up For Our Kids Strategy.

Barnardos Australia

P: 6228 9500
E: canberra@barnardos.org.au
A: 2 Atherton Street, Downer ACT
www.barnardos.org.au/our-centres/canberra/

Offers family support, out-of-home care and supported accommodation services for disadvantaged children, adolescents and their families in the ACT.

Housing help

OneLink

P: 1800 176 468
E: info@onelink.org.au
A: Nature Conservation House, Cnr Emu Bank & Benjamin Way, Belconnen ACT
www.onelink.org.au

Child, youth and family services support for people who are homeless or at risk of homelessness.
Drop in service: Monday to Friday 9am–5pm

Canberra Community Law – Housing Law

P: 6218 7977
E: info@canberracommunitylaw.org.au
A: Level 1, 21 Barry Drive, Turner ACT
www.canberracommunitylaw.org.au/

Provides you with free legal advice if you are having problems with Housing ACT or a community housing provider in the ACT.

Tenants' Union ACT

P: 6247 2011 to leave a message
www.tenantsact.org.au

Assists tenants in private residential, community housing properties and residents in other forms of accommodation such as campus residences, boarding and lodging properties and caravan parks. We provide free tenancy advice, advocacy and referrals as well as information, presentations and training.

YWCA: Canberra Next Door

P: 6185 2000
E: NextDoor@ywca-canberra.org.au
A: Level 2, 71 Northbourne Ave, Canberra 2601
www.<https://ywca-canberra.org.au/community-services/housing-support-unit/next-door/>

Specialist women's service assisting women aged 50 and over (45 and over for Aboriginal and Torres Strait Islander women) to secure and maintain affordable, appropriate and safe homes.

Practical assistance

ACT Government Assistance

www.assistance.act.gov.au

Easy to find assistance and advice with information from across the ACT and Australian governments and some community organisations.

Access Canberra

www.accesscanberra.act.gov.au

Responsible for the registration of births, deaths, marriages, adoptions, change of name and sex, civil partnerships and civil unions that occur in the ACT, and the provision of certificates of these registrations to applicants.

Legal help

Aboriginal Legal Service ACT

P: 6249 8488

E: contact form on website

A: Colonial Mutual Building, Level 3,
17–21 University Ave, Canberra City

www.alsnswact.org.au

Provides specialist family law services for matters involving children. Where possible, we seek to encourage the resolution of most family law disputes by agreement between the parties. If necessary, we will represent people in contested hearings subject to a means and merits test.

Family Court of Australia and Federal Circuit Court of Australia

Canberra Registry

P: 1300 352 000 (Procedural NOT Legal Advice)

E: enquiries@familylawcourts.gov.au
canberra@familycourt.gov.au

A: Nigel Bowen Commonwealth Law Courts,
Cnr University Ave & Childers St, Canberra

www.familycourt.gov.au

www.federalcircuitcourt.gov.au

Supports families in the resolution of parenting and property matters according to law, promptly, courteously and effectively. The courts place a priority on the safety of individuals and families. Live chat, information about Safety Plans and other court procedures available from the websites.

ACT Law Society

P: 6274 0300

E: mail@actlawsociety.asn.au

A: Level 4, 1 Farrell Place, Canberra City
www.actlawsociety.asn.au

Represents, advances, and defends the interests of an independent legal profession in the ACT. The website provides a searchable database of all registered solicitors and law firms in the ACT.

Legal Aid ACT

P: 1300 654 314

E: legalaid@legalaidact.org.au
www.legalaidact.org.au

Free legal advice for all family law problems: family violence, divorce, property, children, child support, and matters involving Child Youth Protection Services. Court representation and ongoing assistance is also available with a grant of legal assistance.

Women's Legal Centre

P: 6257 4477 or 1800 634 669 (outside Canberra)
6257 4499 Advice Line 9:30am–12pm

E: contact form on website

A: PO Box 1726, Canberra City, ACT 2601
www.womenslegalact.org

Provides legal and non-legal advice, assistance and representation to women, particularly in the areas of family law, victims of crime, employment and discrimination. They also have an Aboriginal and Torres Strait Islander Access to Justice Program.



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