



# The Norfolk Island Children, Young People and Families Service Directory

***Statement of Respect:***

*We undertake to act with honesty and integrity, to conduct ourselves in a way that engenders trust and confidence in the decisions we make, and the actions we take on behalf of the Norfolk Island community. We acknowledge the Norfolk Island people, the traditions and culture of this island.*

*For any changes to this service directory please contact NI-Connect on the details below:*

Paul Watkin (Unit Manager)

E: [paul.watkin@keyassets.com.au](mailto:paul.watkin@keyassets.com.au)

T: (0011) 6723 23380

F: (02) 8336 5701

## **Alcoholics Anonymous**

(Non-government)



### **Our Services:**

Alcoholics Anonymous (AA) is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. AA works through members telling their stories of what they used to be like, what happened and what they are like now. The AA program, known as The Twelve Steps, provides a framework for self-examination and a road to recovery, free of alcohol.

### **Who can access our services?**

The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; they are self-supporting through their own contributions. AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes. AA is not a religious organisation nor is it affiliated with any religious body. It welcomes members of all religions, agnostics and atheists alike. Their primary purpose is to stay sober and help other alcoholics to achieve sobriety.

### **How can you access our services?**

You don't have to sign up or achieve anything to be a member of AA. You're a member of a group if you choose to be. You are able to come and go as you please. No one is "in charge" of a group. They work through the offer of help and suggest ways to achieve sobriety. Norfolk Island AA hosts regular AA meetings within the community. If you wish to attend, please call Ron on the number below.

### **Contact Details:**

Phone: Ron – 23150

Website: [www.aa.org.au](http://www.aa.org.au)

**Anglicare**  
(Not for Profit Agency)



**Our Services:**

Anglicare is a leading not-for-profit agency committed to addressing material, social and emotional needs. Anglicare plays an important part in building strong communities and families and empowering individuals to thrive. Anglicare provides a range of services that promotes dignity, safety, participation and wellbeing for people in their relationships, homes and communities.

On Norfolk Island Anglicare offers:

- Family and Relationships Services which includes Sk ype Counselling, Social and Emotional Support, Healthy Relationship Programs and Court Witness Sup port
- Children and Parenting Support which includes Suppo rted Playgroups, Parenting Programs, Mother’s Groups and Support Groups
- Confidential professional Counselling via skype wit h dedicated Norfolk Island Counsellors from our Sydney offices. We use our private room in our office on Taylors Road for the counselling and use Anglicare skype contact details for all sessions. Your personal skype details are never used
- Food and Financial Assistance which includes assess ment-based assistance for things such as utility bills, school items and fees and other material needs. This program also provides recess and lunch vouchers to the Norfolk Island Central School for t hose students in need.

**Who can access our services?**

Anglicare services can be accessed by all Norfolk Island residents regardless of religion, heritage, beliefs or lifestyle.

**How can you access our services?**

Our services can be accessed directly by individuals or families or through referrals from other agencies such as NIHRACS, NI-Connect, Norfolk Island Central School and Banyan Park. You can contact us by phone, email or in person by visiting our office. Your contact with us is always private and confidential unless you give us permission to do otherwise.

**Contact Details:**

Phone: 22232/51644

Hours: 8:30am-4.30:pm (Mon-Fri)

Address: 102A Taylors Road, Norfolk Island

Email: [norfolkisland@anglicare.org.au](mailto:norfolkisland@anglicare.org.au)

Website: [www.anglicare.org.au](http://www.anglicare.org.au)

**Aspect – Autism Spectrum Australia**  
(Non-government)



**Our Services:**

Autism Spectrum Australia (Aspect) is Australia's largest national service provider for people on the autism spectrum. Through consultation with the Norfolk Island community and a partnership with Aspect, the NDIA established a unique model of service delivery that's seeing remarkable outcomes for both NDIS participants and the wider community. In 2018, this small community celebrated the roll out of the NDIS and Aspect employed its first local Norfolk resident, Aidan Bruce – the local Allied Health Assistant. Aidan's appointment was welcomed by many residents on Norfolk, who, until the roll out, had only experienced sporadic therapy services from mainland Australia. All therapy sessions are tailored to the unique needs of the child and may include speech therapy, as well as occupational therapy in order to build on life skills. Ultimately, the Allied Health Assistant supports the child or young person to learn new skills and build their independence so that they can achieve their goals.

**Who can access our services?**

Aspect not only works with the children and young people directly, they also work with their families and support networks to ensure they have the skills needed to meet the child's needs and support their learning and development.

**How can you access our services?**

Support from this service can be gained through self-referral, family, or other agencies including NGO and Government by contacting the service via phone, email or in person. Aidan is able to facilitate therapy sessions within the home, at the centre, or at the school. For more information you can contact Aidan via phone or email using the details listed below.

**Contact Details:**

Phone: 50047

Email: [abruce@autismspectrum.org.au](mailto:abruce@autismspectrum.org.au)

## **Australian Army Cadets Norfolk Island**

### **Our Services:**

The Australian Army Cadets (AAC) has strong links to the Australian Army, but cadets and cadet staff are not part of the Army and there is no expectation for you to join the military.

Apart from getting involved in all kinds of action and adventures, you'll also make new friends. Joining the Army Cadets is your chance to experience a really awesome time by getting into some adventurous activities conducted in a military setting. As a cadet, you'll learn to be confident, self-sufficient and willing to 'have a go'. It's your opportunity to discover new challenges and have some unbelievable fun. You'll also learn to lead others and work as a member of a team. You'll be able to do things for yourself and help your friends learn too.

### **Who can join?**

The AAC does not discriminate on the grounds of race, colour, sex or religion. Adult personnel who satisfy prescribed criteria may apply to join the adult staff of the AAC. All are committed to providing and enjoying a positive and safe youth development experience, respecting the value and dignity of all people, and recognising the particular rights and needs of young people. Cadets aim to be inclusive of all young people and staff, including those with disabilities, health conditions and allergies. Once certain age, citizenship, medical management and parental support requirements are met; all young people have the opportunity join the Army Cadets.

### **How can you join?**

If you are interested in joining the cadets (or know someone who might be interested) you can visit the Army Cadets Website listed below for more information. Alternatively, you can call or email the Norfolk Island Cadets Unit directly to enquire about how to join the cadets. Updates for Army Cadet activities can also be found on our Facebook page or the Norfolk Islander Newspaper.

### **Contact Details:**

Phone: 50424 (after hours 23256)

Email: [armycadets@ninet.nf](mailto:armycadets@ninet.nf)

Website: [www.armycadets.gov.au](http://www.armycadets.gov.au)

FB: [www.facebook.com/Norfolk-Island-Cadets/](https://www.facebook.com/Norfolk-Island-Cadets/)

**Banyan Park Early Learning Centre**  
(Non-Government)



**Our Services:**

Banyan Park Early Learning Centre is a community based, not for profit, early childhood education and care centre. Steeped in a rich history, Banyan Park Playcentre (as it was first known) was formed in the 1970s through the determination and fundraising efforts of the Wives and Mothers Club. With the motto, “Awas letl salan gwen groe en lern thru pliehen”, their desire was to give the island’s children an opportunity to meet and play together. This is still occurring to day as the children spend their days playing, forming lifelong friendships, and learning through a program of high quality early childhood education.

Banyan Park is managed by a team of passionate and dedicated volunteers, and the Centre is deeply ingrained in the lives and hearts of many Norfolk Islanders. Generations of children have begun their education at Banyan Park, and future focused plans and ongoing fundraising will ensure that this will continue for many years to come.

**Who can access our services?**

Banyan Park Early Learning Centre currently caters for 35 3-5 year olds each day. As a result of a significant Building Better Regions Funding (BBRF) grant, a new, state of the art, centre is being built. The first section of the new build, for the 3-5 year olds, was completed in April 2019. Construction of the 0-2s and 2-3s rooms is due for completion by the end of 2019. Once complete, Banyan Park will welcome children aged 0-5 years old, across three rooms: 0-2s, 2-3s and 3-5s.

**How can you access our services?**

Parents and caregivers can enquire about enrolments of prospective letl salan by calling or emailing the centre directly. The friendly staff will provide you with additional details of the centre as well as information regarding fees, centre policies and the wait list.

Centre updates can be found on their website, Facebook page, local Norfolk Island newspaper, or for enrolled families, on Seesaw, the Centre’s online communication platform.

**Contact Details:**

Phone: 22415

Hours: 8:00am-4:00pm (Mon-Fri)

Address: Middlegate, Norfolk Island

Email: [director@banyanparkni.com](mailto:director@banyanparkni.com)

Website: [www.banyanparkni.com](http://www.banyanparkni.com)

FB: [www.facebook.com/BanyanPark/](https://www.facebook.com/BanyanPark/)

**Care Norfolk Inc.**  
(Non-government)



**Our Services:**

Care Norfolk is not-for-profit Aged care and Disability Service provider offering in-home and community services to Seniors and people with a disability on Norfolk Island. Aged Care services provided by Care Norfolk include; domestic assistance, social support, personal care, respite for carers, minor home modifications, meals, equipment hire and free weekly garbage collection. Services for people with a disability include core supports for daily living and community access and short-term accommodation.

**Who can access our services?**

Seniors 65yrs and over who meet the Australian Government eligibility criteria for aged care services and individuals with an NDIS package can access our service via a government subsidy. Services can be provided to other individuals at a non-subsidised rate.

**How can you access our services?**

To access supports from Care Norfolk simply contact Care Norfolk directly or speak to your doctor, a family member or someone you trust and let them know you would like to receive a support service. Care Norfolk will then visit you to assess your situation and look at your individual needs. Care Norfolk will work alongside you to tailor a service that meets your needs.

**Contact Details:**

Address: 16a Taylors Road, Norfolk Island  
Phone: 22396 or 52696  
Hours: 9am-5pm  
Email: [info@carenorfolk.nf](mailto:info@carenorfolk.nf)

**Chrysalis Wellness Services**  
(Non-government)



**Our Services:**

Chrysalis Wellness Services provides a range of mental health services designed to support people from recovery through to reaching peak wellbeing. Our goal is to give our clients a toolbox of life skills to make the transformations they want for themselves and their lives. Our approach is based on a Positive Psychology framework combined with the latest neuroscience research that shapes mental fitness, whilst integrating a wide range of other psychotherapy techniques. Our services include:

- Counselling in person and via telehealth Australia-wide.
- Therapy Retreats on Norfolk Island and as “virtual retreats” from home.
- Mental Fitness classes, half-day workshops and retreats.
- Online group therapy programs and self-directed learning resources.
- Specialised Mental Fitness programs for emergency services personnel and health practitioners.
- Training and mentoring in all areas of wellness and mental health promotion.

**Who can access our services?**

Our services are available Australia wide for anyone struggling with stress, anxiety or depression, past or present trauma, adjusting to significant life change, a relationship that’s gone off track, parenting or co-parenting, work problems, or anything else that’s taking the glow out of life. We also provide clinical assessments and court reports. Appointments are provided both in person and via secure videoconferencing. Medicare bulk billing is available for either individual or group services with a doctor’s referral, including telehealth services for people living in regional and remote communities meeting certain criteria. Private health insurance options and unlimited sessions for full fee-paying clients (in person or via telehealth) are available. We accept referrals for people through the Department of Veteran’s Affairs (DVA).

**How can you access our services?**

Making an appointment is as easy as calling or emailing us on the details listed below. A referral from your doctor with a Mental Health Treatment Plan entitles you to 10 individual sessions plus 10 group sessions per calendar year for both in-person and telehealth services. People with Eating Disorders can now access 40 sessions per year covered by Medicare. In addition, we offer intensive therapy retreats for people keen to combine a holiday on Norfolk Island with personal recovery work. For a full list of services, please visit our website.

**Contact details:**

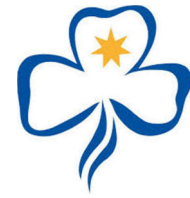
Dr Kate Lemerle (Psychologist & Accredited Clinical Neuropsychologist)

Phone: 52112 or (02) 9136 8013

Email: [drkate@iinet.au](mailto:drkate@iinet.au)

Website: [www.chrysaliswellnessservices.com](http://www.chrysaliswellnessservices.com)

**Girl Guides Association**  
(Non-government)



**Our Services:**

Girl Guides provide girls with opportunities to grow, learn and have fun in relevant and meaningful ways, providing a foundation for girls and young women to be the best that they can be and harness their individual potential to make a difference.

At Girl Guides we focus on personal character building with values of respect and leadership qualities. Our mission is to empower girls and young women to become confident, self-respecting, responsible community members.

**Who can join?**

With over 10 million members in 150 countries, Girl Guides is part of the largest volunteer organisation for girls and young women in the world. There's place in Brownies and Guides for girls aged 5–17 and for women aged 18+ who are inspired to empower through a volunteer role.

**How to join?**

If you know a young person that would benefit from being a part of this 100-year tradition to develop a brighter and better world, please contact Norfolk Island Girl Guides and Brownies using the contact details below.

**Contact details:**

Colleen Crane

Email: [guides@girlguides-nswactnt.org.au](mailto:guides@girlguides-nswactnt.org.au)

Website: [www.girlguides.org.au](http://www.girlguides.org.au)

**Letl Salan Toy Library and Parents Group**  
(Non-government)

**Our Services:**

Letl Salan Toy Library's mission is to promote the importance and the value of play. It strives to educate young children through play as well as support families within the local community by providing greater access to a diverse range of toys, equipment, and child care items.



**Who can access our services?**

The Toy Library is open to all parents/caregivers and small children. You may want to access the Toy Library if you want your children engaged and excited in new toys all the time without the extra costs! This also means more storage space you at home and a reduction in overall landfill – which is great for the Norfolk Island natural environment. Letl Salan also offers the opportunities for parents and caregivers who want to stay connected and socialise while the children play.

**How can you access our services?**

NI-Connect has partnered with Letl Salan Toy Library to provide a dedicated space with access to a wide range of toys and equipment to families with small children. The annual \$10 membership fees fund the work of the association, which is managed by a Committee who offer their services on a voluntary basis. The Toy Library is currently open one day per month and is located at the NI-Connect Centre on Taylors road. For more information you can contact the Letl Salan organisers via email or telephone. Alternatively, the group has a Facebook page which is regularly updated with information.

**Contact details:**

Phone: 51073 Kyla Blackwell  
Hours: 1 day per month (1<sup>st</sup> Sat of the month)  
Address: 518 Taylors Road, Norfolk Island  
Email: minniedublin@hotmail.com  
FB: [www.facebook.com/NIToyLibrary/](http://www.facebook.com/NIToyLibrary/)

**Life Without Barriers  
(Non-government)**

**WE  
LIFE WITHOUT BARRIERS  
VE**

**Our Services:**

Life Without Barriers is a values based social purpose organisation that assist people to maximise their choice, control and independence. On Norfolk Island we provide information and support to assist people to connect with services in the community.

**Who can access our services?**

Life Without Barriers supports people up to 65 years old with a permanent and significant disability with a NDIS Plan.

**How can you access our services?**

We can assist you to check your eligibility for a NDIS Plan.

With a NDIS Plan you have funding and are able to purchase services and support. Our role is to assist you to make decisions on your support and to review your services regularly.

**Contact Details:**

Address: 518 Taylors Road, Norfolk Island

Phone: 50770 or 02 9136 8007

Hours: Mon, Tue, Wed 9am- 1pm, Thu 1-5pm, Fri 2-5pm

Email: [eve.semple@lwb.org.au](mailto:eve.semple@lwb.org.au)

**Lions Club – Norfolk Island**  
(Non-government)



**Our Services:**

Lions Clubs International is the world's largest service club organization with more than 1.4 million members in approximately 46,000 clubs in more than 200 countries and geographical areas around the world. The foundation of the Norfolk Island Lions Club took place on 9th May 1964. Since then the Club has undertaken many projects that have been of benefit to the island. Now, 50 years on, Lions on Norfolk Island remains active and helping to achieve the Lions motto of "We Serve"

**Who can join?**

The clubs have many voluntary members who help to raise funds for the community and to assist in projects to help the people and environment on the island. Many people know Lions Clubs help the community, but not many would understand what would happen without the dedication of Lions members. Therefore, the club is hopeful that more people will join them to keep the support available for those in need and to continue to fund community projects.

**How can you join?**

New members are always welcome to join the local Norfolk Island Lions Club. Have a look at the Lions Club website to find out more about how you can be a part of the volunteer community on Norfolk Island. Alternatively, you can give one of the members a call on the number listed below to find out more.

**Contact details:**

President: Denys Bates

Phone: 23886

Mobile: 55514

Email: [denjude.63@gmail.com](mailto:denjude.63@gmail.com)

Website: [www.eclubhouse.org/sites/norfolk\\_island/](http://www.eclubhouse.org/sites/norfolk_island/)

**NATIN – Norfolk Island Assists Those In Need**  
(Non-government)



**Our Services:**

NATIN has been formed as a not-for-profit organisation to apply for, raise and distribute emergency type funding restricted towards assisting those who require urgent medical evacuation (medivac), off-shore emergency medical and/or hospital attention by medevac flight or commercial flight to either Australia or New Zealand and who are accompanied by a medically qualified travelling escort.

If you do not require such supports, any assistance is welcome and donations to NATIN Inc. is gratefully accepted.

**Who can access our services?**

Financial assistance is considered for those people who meet the eligibility criteria and who are in urgent need of medical evacuation by either medivac flight; or by commercial flight to either Australia or New Zealand. They must be accompanied by a medically qualified travelling escort and be medivac'ed for the purposes of emergency offshore medical or hospital treatment that is not locally available.

**How can you access our services?**

Applicants must have resided in Norfolk Island prior to making the application for one continuous year to receive \$500. Referring medical practitioners will be requested to submit a supporting statement for each application. Applicants can go to the website below and download the application form or alternatively an application can be collected from the Norfolk Island Hospital. A family member or friend may apply for assistance on behalf of the person who is being medivac'ed off the island.

**Contact Details:**

Address: P.O. Box 606, Norfolk Island 2899

Application: [www.norfolkonlinenews.com/natin-application-form](http://www.norfolkonlinenews.com/natin-application-form)

Email: [naomi.thompson@ninet.nf](mailto:naomi.thompson@ninet.nf)

Donations: [www.norfolkonlinenews.com/natin-donations](http://www.norfolkonlinenews.com/natin-donations)



## **NICS - Norfolk Island Central School (Government)**

### **Our Services:**

Norfolk Island Central School is a unique school within the NSW Department of Education system. NICS is the sole school on the island. The school works in close partnership with the community to provide a broad-ranging curriculum encompassing wellbeing, educational, sporting and cultural experiences. The school employs a School Counsellor as well as Ancillary Services for children with additional needs.

### **Who can access our services?**

The school delivers a curriculum for Kindergarten through to year 12 student. Children on temporary visa's and international students will also be considered. Notably, the school has facilities to run VET Frameworks in Hospitality and Construction. The school also has a distance education program for students in Years 9 to 12 to enhance curriculum choice.

### **How can you access our services?**

Prospective student can be enrolled into the school via a downloadable enrolment form on the school website. All students are required to have an enrolment interview as part of our enrolment processes. Enrolment interviews provide an opportunity to discuss any medical conditions or other special circumstances before each child starts school. Local school updates can be found on our Facebook Page, the Local Norfolk Island Newspaper, or our website.

### **Contact details:**

Phone: +67 232 3000

Hours: 8:30am-3:30pm (Mon-Fri)

Address: Cascade Road, Norfolk Island

Email: [norfolkisl-c.school@det.nsw.edu.au](mailto:norfolkisl-c.school@det.nsw.edu.au)

Website: [www.norfolkisl-c.schools.nsw.gov.au](http://www.norfolkisl-c.schools.nsw.gov.au)

FB: [www.facebook.com/Norfolk-Island-Central-School/](https://www.facebook.com/Norfolk-Island-Central-School/)

**NI-Connect**  
**Child and Family Wellbeing Unit**  
(Non-government)



**Our Services:**

NI-Connect aims to support the continuing development and well-being of children and their families by working alongside the community to deliver a range of programs and services. The team at NI-Connect includes social workers, an administration officer and a psychologist who between them have 50+ years' experience in working with children and their families. NI-Connect is managed by Key Assets (Australia) a non-government, not for profit children's services agency.

**Who can access our services?**

The Child and Family Wellbeing Unit is aimed at providing supports for individuals/families seeking information, advice and activities about parenting, life skills, health and wellbeing, as well as guidance in responding to developmental milestones for children and young people. The Unit also connects children and young people and families to other services they may need through specialist supports, counselling and crisis accommodation for eligible individuals and families. NI-Connect is committed to preserving the Norfolk Island ethos through hosting fun cultural activities for children and young people.

**How can you access our services?**

This is your Centre and we welcome community groups to use the space during the day and also after hours. There are private meeting rooms as well as a large community space. Rooms can be booked free of charge. Families can access the service via self-referral, or through informal word of mouth referral from a friend, family member, school, GP, police or other community service. We are staffed Monday to Friday and encourage parents and families to drop in for a coffee, or to chat with the staff. Booked appointments and drop-in is available.

**Contact details:**

Phone: 23380 or after hours on 51115  
Hours: 8:30am-5:00pm (Mon-Fri)  
Address: 518 Taylors Road, Norfolk Island  
Email: [childwelfareofficer@keyassets.com.au](mailto:childwelfareofficer@keyassets.com.au)

**NIFS - Norfolk Island Fire Service**  
(Government)



**Our Services:**

A Fire Service has been available here on Norfolk Island for over 50 years. The role of the Fire Service is to provide a fire, rescue and community safety service to the community and to the Airport on the Island. The staff at NIFS are committed to making Norfolk Island a safer and better place to live. NIFS have several roles within the community, the most important and highest priority being prevention, mitigation and education of fires. NIFS also provides the Aviation Rescue and Fire Fighting Service (ARFFS) to the Norfolk Island International Aerodrome and is an active member of the Emergency Management Norfolk Island Committee (EMNIC). The training offered by NIFS is Nationally recognised and includes practical hand-on demonstrations. NIFS also offer free fire extinguisher training.

**Who can access our services?**

NIFS aim to serve the entire Norfolk Island Community. They regularly respond to automatic fire alarms in both residential and commercial property when alarms are activate. NIFS also respond call from members of the community regarding concerning fires on the island and they also they also regularly conduct Fire Protection Inspections of business premises and tourist accommodation.

**How to access our services?**

The Fire Station is located at the Norfolk Island Airport next to the passenger terminal. To contact them you can call or email the friendly fire squad by using their contact details below. Alternatively, for more information on NIFS you can check the council website or the local newspaper for important Media Releases.

**Contact Details:**

Phone: 22049 (emergency 000)

Email: [fire@nirc.gov.nf](mailto:fire@nirc.gov.nf)

Website: [www.norfolkisland.gov.nf/services/fire-service](http://www.norfolkisland.gov.nf/services/fire-service)

**NIHRACS - Norfolk Island Health and Residential Aged Care Service**  
(Government)



**About NIHRACS:**

NIHRACS is a holistic integrated Multi-Purpose Service (MPS) delivering safe, quality and person centred healthcare to the Norfolk Island community.

**How can you access our services?**

Intake and referrals are accepted through all avenues such self-referral, family, and other agencies including government and non-government by contacting the service via phone or in person.

**Services**

**Antenatal**

NIHRACS GP Clinic Ph: 24134

**Baby and Child Health Clinics**

NIHRACS GP Clinic Ph: 24134

Child, Adolescent and Family Counsellor

Located at NI Connect, Ph: 23380

**Counsellor (Free and confidential)**

8:30am – 5:00pm (Mon-Fri) Ph: 23190 / 56400

After Hours Crisis Support Phone NIHRACS Ph:  
22091 or Police 22222

**Dental Clinic**

NIHRACS Ph:22910

**G.P. Clinic (Doctor, pathology, radiography etc.)**

NIHRACS GP Clinic Ph: 24134

**Nutrition and Dietetics weekly clinic**

NIHRACS GP Clinic Ph: 24134

**Physiotherapist**

NIHRACS Ph: 22091 ext 117

**Respite Care**

NIHRACS Ph: 22091

**Residential Aged Care Service**

NIHRACS Ph: 22091

**Smoking Cessation Clinic**

NIHRACS GP Clinic Ph: 24134

**Social Worker**

NIHRACS Ph: 22091

**Note: For detailed information related to all services, including visiting specialist services and telehealth NIHRACS offer please visit the website.**

**Contact Details:**

**Phone:** 22091 - In an emergency dial 000

**Hours:** Open 24 Hours

**Address:** NIHRACS 2 Grassy Road, Norfolk Island

**Website:** [www.norfolkislandhealth.gov.nf](http://www.norfolkislandhealth.gov.nf)

**NIMS - Norfolk Island Men's Shed Inc.**  
(Non-government)



**Our Service:**

The Australian Men's Shed Association is the national service provider to more than 1000 Men's Sheds in Australia and Norfolk Island – providing practical support, specialised services and resources. A major objective is to advance the well-being and health of their male members. The Men's sheds play an important role in the community by providing meeting places where men can find social support and camaraderie.

**Who can join?**

Men's Shed is a community-based, non-profit organisation that is accessible to all men and whose primary activity is the provision of a safe and friendly environment where men are able to work on meaningful projects at their own pace in their own time in the company of other men.

**How can you join?**

More information on the Men's Shed Association can be found on their website. All men are welcome to join Norfolk Island Men's Shed simply by calling or emailing NIMS President, Bruce Walker to discuss membership.

**Contact details:**

President Bruce Walker Phone: 232391 or 53058  
Hours: Wednesday from 1pm and working bees as required  
Email: [nims@mensshed.nf](mailto:nims@mensshed.nf)  
Address: 15a The Village Place, Norfolk Island  
Website: [www.mensshed.org](http://www.mensshed.org)

## **Norfolk Island Police Force**



### **Our Services:**

The Norfolk Island Police Force (NIPF) are responsible for keeping the peace and safety of the Norfolk Island community and visitors. NIPF conduct daily patrols of the island, investigate crimes and enforce road safety programs. NIPF are responsible for the coordination of land and marine search and rescue operations. The NIPF staff is made up of five members of the Australian Federal Police seconded to NIPF for a period of 2 to 3 years and two locally engaged members, being a Special Constable and an office Manager. NIPF have three 4-wheel-drive vehicles which are fitted with red & blue emergency warning lights/sirens and radio communications.

### **Who can access our services?**

Anyone who requires any assistance may contact the NIPF.

### **How can you access our services?**

You can visit the friendly officers at the Norfolk Island Police Station on New Cascade Road. Alternatively, you can call or email them directly. The Norfolk Island Police regularly post on their Facebook page as well as submit notices/reports regarding safety and crime within the local Norfolk Islander Newspaper.

### **Contact details:**

Phone: 22222 (Emergency 000)

Hours: 24/7

Address: 54 New Cascade Road, Norfolk Island

Email: [enquiries@police.gov.nf](mailto:enquiries@police.gov.nf)

FB: [www.facebook.com/NorfolkIslandPolice/](https://www.facebook.com/NorfolkIslandPolice/)

**NIRC - Norfolk Island Regional Council**  
(Government)



**Our Services:**

Prior to July 2015 Norfolk Island was self-governed by the Norfolk Legislative Assembly. The Norfolk Island Regional Council was formally established on 1 July 2016 and is responsible for all local council-type functions on Norfolk Island including waste management, land rates, fire services, the local library and much more. The Norfolk Island Regional Council also delivers some state-type functions under an agreement with the Australian Government Department of Infrastructure, Transport, Cities & Regional Development.

**Who can access our services?**

Unlike most local government bodies in Australia, NIRC delivers many Commonwealth services to residents in addition to local-level services such as land planning and emergency management.

**How can you access our services?**

This NIRC has developed a useful website which is and well worth exploring. It allows you to Council documents, including all Council meeting Agendas, Reports and Minutes, review all of their media releases and Government Gazettes. You can even listen to recordings of Council meetings, find out about Council services, access Council forms, as well as find helpful links to other organisations. Alternatively, you can call one of the friendly council members on the number listed below.

**Contact Details:**

Phone: 0011 22244 or 0100 (local free call).  
Hours: 9:00am-4:00pm (Monday-Friday)  
Address: 9 New Cascade Road, Norfolk Island  
Email: [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf)  
Website: [www.norfolkisland.gov.nf](http://www.norfolkisland.gov.nf)

**Norfolk Island Rescue Squad – NSW Volunteer Rescue Association (VRA)**  
(Non-government)



**Our Services:**

The Norfolk Island Volunteer Rescue Squad provides an essential service for the Norfolk Island community. In a call out, they work closely with Norfolk Island Police Force as well as the fellow volunteers, St John Ambulance Norfolk Island. In a serious emergency VRA also work closely with Emergency Management Norfolk Island as it is not unusual for VRA to have to abseil from cliff or conduct a marine search and rescue operation.

**Who can join?**

VRA invites anyone to join their volunteer rescue squad and will welcome anyone with varying levels of expertise in the field – as they conduct regular training. The training is a lot of fun and you will learn many transferrable skills (knots, equipment, confidence, and team work). The safety of volunteers is paramount. On the odd occasion, they will get together to have a practice at responding to a major event. If you can commit to giving a small part of your time per year to learn a few things and be willing to help if you are available in the unlikely event of an emergency. Overall, VRA believes that everyone plays a role in keeping the community safe. Therefore, we all need to rely on each other out on this island that is auwas hoem, so let's learn how to help all ucklun, for all those visiting or lewen orn Norf'k.

**How can you join?**

If you have any question about joining VRA you can message them on their Facebook page. The squad meets at 7pm on the first and third Tuesdays of every month at the Emergency Services Centre for a duration usually not more than one hour. They also occasionally meet on a weekend, about once a month on Sunday mornings about 10am, for a cliff based abseil practice. Events will be created on the Facebook page to remind you. All those interested in trying VRA out/joining are welcome/welkam to these events.

**Contact Details:**

Email: [vranorfolk@hotmail.com](mailto:vranorfolk@hotmail.com)

Website: [rescue.org.au/squad/norfolk-island-rescue-squad/](http://rescue.org.au/squad/norfolk-island-rescue-squad/)

FB: [www.facebook.com/vranorfolk/](https://www.facebook.com/vranorfolk/)

**NISEDU - Norfolk Island Special Education Unit**  
(Non-government)



**Our Services:**

Formed in 2002, NISEDU is a not for profit incorporated association which is comprised of community members who share a common goal – establishing a supportive network for children with additional needs and their families. Through their fundraising efforts, NISEDU is also able to support visiting health professionals in their travel to Norfolk Island (i.e. travel and accommodation costs). These periodic visits allow all Norfolk children to access diagnostic and therapy services. Another function of NISEDU is to raise funds and purchase appropriate therapeutic aids and resources to support ongoing specialist programs both in the home and at their education facilities.

**Who can access our services?**

The periodic specialist visitors to Norfolk Island are accessible by all children. All children will also have access to the therapeutic aids and resources to support ongoing specialist programs if required. Children with additional needs will, of course, benefit from specialist visitors and the advocacy of NISEDU in creating community awareness for children with special needs on Norfolk Island. They ensured that the needs of these children have been considered in the review of education on Norfolk Island and have assisted children and their parents in the transition from home to school.

**How can you access our services?**

If you are interested in your child accessing specialist support or resources, or if you would like to contribute to the fundraising efforts of NISEDU you can contact them directly on the contact details listed below. Please ensure that you check for updates of visiting specialists in the local Norfolk Islander Newspaper.

**Contact details:**

Phone: 23000

Email: Topsy Wilkinson at [tmtwilko8@gmail.com](mailto:tmtwilko8@gmail.com) or contact visiting specialist directly.

**PeoplePlus** (Government funded)



**Our Services:**

PeoplePlus Australia is a service provider here on island, supporting job seekers.

PeoplePlus strive to empower people and our community to be effective and productive. They do this by running a range of frontline services covering employment support, training and education and business start-up services. PeoplePlus also provides a range of programs to assist with job readiness, and those wishing to access the Vocational Education and Training (VET) Financial Assistance Initiative to receive financial funding for vocational programs.

**Who can access our services?**

PeoplePlus helps to link individuals to labour hire as well as, providing access to jobs and services. PeoplePlus supports people with disability to look for work, training or support. Parents are also supported to return to the workforce through customised participation plans. Furthermore, PeoplePlus offers the Transition to Work program, which is aimed at 15-21 year olds and is designed specifically for young people to be job ready and assist them to get into the workforce.

**How can you access our services?**

Support from this service can be gained through self-referral, other agencies including NGO and Government by contacting the service via phone, email or in person. Local updates on programs and employment services can be found on their Facebook Page, Local Norfolk Island Newspaper, and in the PeoplePlus office on Taylors Road.

**Contact details:**

Phone: 22562

Hours: 9:00am-5:00pm (Mon-Fri)

Address: 115a Taylors Road, Norfolk Island

Email: [norfolkislandadmin@peopleplusaustralia.com.au](mailto:norfolkislandadmin@peopleplusaustralia.com.au)

FB: [www.facebook.com/PeoplePlusNorfolkIsland/](https://www.facebook.com/PeoplePlusNorfolkIsland/)

**Probus Club of Norfolk Island**  
(Non-government)



**Our Services:**

The Probus Club of Norfolk Island provides an opportunity for all retired (or semi-retired) members of the community to come together for Friendship, Fellowship and Fun...and Food. Probus is built on the principle that social interaction keeps us healthy in body and mind. The local club organises regular social activities to points of interest on our island, and other groups such as our Reading Group that meets monthly to discuss a wide range of fascinating books. One of the greatest benefits of Probus is the opportunity to join up with other retired or semi-retired people from all walks of life, and to share interests. Norfolk Island is always a very popular destination for Probus travellers because of its fascinating history, diverse natural environment, and mix of people with the common love of hospitality.

**Who can join?**

Probus opens the door to new experiences and friendships through shared activities with other retirees in our community. Probus Members enjoy the chance to participate in a wide range of activities and explore our local community, around Australia, New Zealand and the rest of the world. Being a member of Probus offers exclusive deals through the Probus Member Benefits Scheme including access to great deals and special offers from Probus Partners such as travel insurance tailored for over-55s travellers up to 100 years of age.

**How can you join?**

Probus Club of Norfolk Island invites anyone interested to come along to our meetings to enjoy the fellowship of like-minded people over a cuppa and delicious refreshments. We always have wonderful guest speakers sharing a wide range of valuable information to help us stay active and well. If you're willing to take the lead to co-ordinate new outings or group activities, or simply join us for a rollicking good morning contact Fenella on the number below.

**Contact Details:**

Phone: Fenella on 50628.

Hours: 9:30am (First Tuesday of every month)

Address: Christian's Cave (Pitcairn Settlers Village), Norfolk Island

Website: [www.probusouthpacific.org](http://www.probusouthpacific.org)

**Quota International of Norfolk Island**  
(Non-government)



**Our Services:**

On Wednesday 15 August, 1979 (2 days after Norfolk Island became a "Self-governing Territory of Australia) 24 ladies pledged themselves to the "Ethics and Objects" of Quota International Inc. - and so began Quota on Norfolk Island. Norfolk Island Quota Club, chartered in 1979, continues to be a very active service club on the island. The Norfolk Island Quota Club is responsible for Hearing assistance on Norfolk Island, "Slip Slap Slop" for the youngsters, memorial books for the library as well as many other tasks they willingly share in each year. These include Harmony Day, Daffodil Day, Pink Ribbon Day, Loud Shirt Day and Norfolk's annual Royal Agriculture Horticulture Show Day. Monies raised are returned to the Norfolk Island Community where the see a need.

**Who can join?**

The Quota Club welcomes all members of the community to join. The only prerequisite is that you are committed to their ethos, "Doing things better the things we do well", as well as a willingness to sharing fellowship, friendship, fun and the faithfulness of members as they carry out their philanthropic services on Norfolk Island.

**How can you join?**

For more information on Quota International of Norfolk Island you can visit their website in the details below. Alternatively, you can call Maureen King and discuss ways in which you can become a member. The Quota Club Members meet on the first Thursday of each month at 'The High Tide Kitchen' cafe at 9:00am. At other times the members meet for social outings.

**Contact Details:**

Phone: Maureen on 23003.  
Hours: 7:00pm (First Tuesday of every month)  
Email: [maureenkingnorfolk@gmail.com](mailto:maureenkingnorfolk@gmail.com)  
Website: [www.niquota.webs.com](http://www.niquota.webs.com)

**Red Cross Norfolk Island**  
(Non-government)



**Our services:**

Australian Red Cross is building a better society based on people helping people. Their purpose is to reduce suffering across Australia and internationally through mobilising the power of humanity. The Norfolk Island branch has been a key charity aid on the island for over 100 years and is committed to supporting the local community through holding fundraisers, such as the annual "Big Cake Bake", where proceeds raised go to Red Cross Australia for use in emergency situations. Red Cross operates a blood bank from the Hospital on designated days of the month to ensure that all registered donors are checked to enable them to be called in a local emergency. The Red Cross runs first aid classes and, on a daily basis through the Telecross program, telephones people who live alone. Red Cross Norfolk Island also facilitates programs to prepare the community for disasters, to assist them in times of emergencies and to help in resilience and recovery.

**Who can access our services?**

Red Cross is committed to access and equity for all clients and beneficiaries who seek to utilise our programs, services and activities regardless of their nationality, race, culture, gender, sexual orientation, religious beliefs, social background, family status, marital status, age or political beliefs. Telecross in particular is for people that live alone and are a risk of an accident such as those who are frail and aged, are housebound or are recovering from an illness or accident. Telecross is also available to carers. When family and carers are away, Telecross can be used on a temporary basis.

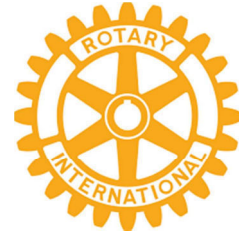
**How can you access our services?**

For more information on the Red Cross, you can visit their website to discover a full list of supports they provide as well as information on becoming a volunteer or supporter. The website also hosts a short quiz to check your eligibility to become a valuable blood donor. Alternatively, for information pertaining to Red Cross run Telecross program you can contact Julie South on the number below.

**Contact Details:**

Phone: 22973 or Julie South on 22974  
Address: PO BOX 868, Norfolk Island  
Website: [www.redcross.org.au](http://www.redcross.org.au)

**Rotary Club Norfolk Island**  
(Non-government)



**Our Services:**

For more than 110 years, Rotary has inspired people from all walks of life to take action on projects that offer a sustainable future across six areas - fighting disease; saving mothers and children; providing clean water, sanitation, and hygiene; supporting education; growing local economies; and promoting peace. Norfolk Island became the 150<sup>th</sup> country to be admitted to Rotary when it was chartered on 17 May, 1973 and has enjoyed over 40 Years of proud Rotary Service. Apart from many small contributions to our local community, they have made significant donations to Polio Plus, as well as helping our close neighbours in times of need. The Rotary Foundation provides a range of funding to help turn project ideas into reality, as well as supporting youth leadership with scholarships and international exchanges. Several young people from Norfolk Island have already benefited and we hope to continue this tradition.

**Who can join?**

Rotary is a worldwide network of inspired individuals who translate their passions into relevant social causes to change lives in communities. Becoming a member of a service club like Rotary is not only a great way to network with people in the community; it also makes the community as a whole much stronger. Together, great things can be achieved, and Rotary Club warmly invite anyone of any age who feels inspired to build a better world to come along to find out more about Rotary.

**How can you join?**

We invite past members, visiting Rotarians, and new members of the Norfolk Island community to join us at any of our Dinner Meetings or Rotary Events, find out more about this inspirational organisation, and become part of our local Rotary family. For more information you can visit the Rotary Club's website or Facebook page – or you can contact the President on the number below.

**Contact Details:**

Contact: Sally Thompson

Phone: 52318

Email: [rotarynorfolk2899@gmail.com](mailto:rotarynorfolk2899@gmail.com)

Website: <https://rotary.nf/home>

FB: [www.facebook.com/rotarynorfolk/](https://www.facebook.com/rotarynorfolk/)

**St John Ambulance Norfolk Island**  
(Non-government)



**Our Services:**

St John Norfolk Island is a volunteer ambulance service for the community of Norfolk Island. St John functions as Norfolk Islands Community First Responder Service and operates 24 hours a day. The division also conducts regular First Aid training courses and provides first aid services at community events.

**Who can join?**

St John Ambulance Australia (NSW), of which St John Norfolk Island is a division is a self-funding charity in Australian and Norfolk Island for The Service Of Humanity. Their vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Their relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed. Membership for St John Norfolk Island is open to anyone.

**How can you join?**

If you wish to receive more information on St John Ambulance you can visit their website directly. Alternatively, St John Ambulance Norfolk Island has regular posts regarding health a safety as well as upcoming CPR and emergency training events within Norfolk online or on their Facebook page. If you wish to become a volunteer with St John Ambulance Norfolk Island you can submit expressions of interest to the email address listed below.

**Contact details:**

Phone: Emergency 000 (triple zero)

Hours: 24/7

Address: Grassy Road, Kingston, Norfolk Island

Email: [norfolkisland.division@stjohnnsw.com.au](mailto:norfolkisland.division@stjohnnsw.com.au)

Website: [www.stjohnnsw.com.au](http://www.stjohnnsw.com.au)

FB: [www.facebook.com/stjohn2899/](https://www.facebook.com/stjohn2899/)

St John NSW is the leading provider of first aid training, products and services for the community of NSW. Established over 130 years ago and based on the values of the Order of St John, St John is a self-funded charitable organisation servicing every state and territory in Australia.

**WAGNI – Women’s Advocacy Group Norfolk Island** (Community Organisation)

**What we do:**

WAGNI is a community organisation that provides leadership and advocacy for women and girls with issues affecting their lives and the lives of their families.

WAGNI works as a dynamic and strong champion for women and girls, providing them with a powerful voice and a platform from which to promote and develop a sense of confidence and self-worth, promote freedom of expression, teamwork and cooperation, family and life/work balance. We promote equality for women, gender equality and social justice as well as health and wellbeing within our community.

**How can you access WAGNI?**

Come along to one of our informal meetings, we would love to hear about what you are doing or how we may be able to help you. Become a member, and make a real difference in your community.

**Contact Details:**

Dale Howe Secretary/Treasurer

E: [dalehowe15@gmail.com](mailto:dalehowe15@gmail.com)

PH: 56025

FB: [www.facebook.com/WAGNI.NI](http://www.facebook.com/WAGNI.NI)

**White Oaks – RSL Day Club**  
(Non-government)



**Our Services:**

The Norfolk Island RSL Day Club was established on the 26th August 1999. They are a not for profit Club, offering an opportunity for older members of the community to come together for fun, friendship and a cuppa every Thursday morning. The meetings are a friendly gathering with events, community singing and community art activities, children programs, and lots more.

**Who can join?**

For a long time the RSL Sub Branch wanted to establish a Day Club Facility for elderly veterans, widows and older community members. To date, the club has proven very successful with many members showing up every week to join in the fun and remain connected within the community.

**How can you join?**

The Norfolk Island RSL Day Club - White Oaks, meets every Thursday morning at the RSL Club on Taylors Road, Norfolk Island, from 9.30am until 2pm, for fun, games and companionship. Morning tea and lunch are provided at a reasonable cost. Pick up and drop off service is provided free of charge by the Lions Club of Norfolk Island. For further information about our Club contact the Co-ordinator Cheryl Snell on the number below.

**Contact details:**

Phone: Cheryl Snell - 53753

Hours: 9:30am – 2:00pm (every Thursday)

Address: Norfolk Island RSL Memorial Club, Taylors Road, Norfolk Island

FB: [www.facebook.com/cherylsnell68/](https://www.facebook.com/cherylsnell68/)

## Church Groups

### Church of England

St Barnabas Chapel, Douglas Drive. Ph: 22293

### All Saints Church

Kingston. Ph: 22293

### Seventh-Day Adventist (SDA) Church

Additional Services and Support run by SDA:

- Weight Control (2201)
- Quit Smoking (ph 23191)
- Craft Group (22201)

New Cascade Road. Ph: 22201

### Norfolk Island Community Church

Taylor's Road. Ph: 23688

### St. Philip Howard Catholic Church

Queen Elizabeth Avenue. Ph: 22763

### Uniting Church

Cascade Road. Ph: 22179

### Jehovah's Witness

Grassy Road. Ph: 23360

## Church Youth Groups

### Unit Youth (year 6+)



Unit Youth is a ministry of the combined churches of Norfolk Island. They provide exciting, safe and challenging activities for young people alongside faith / life based learning! Email or call Jono on [jono.thomas@gmail.com](mailto:jono.thomas@gmail.com) or 50737. Alternatively, you can visit the website for more info [www.norfolkislandchurchofengland.com](http://www.norfolkislandchurchofengland.com)

### Kids Club (Kindergarten – year 5)



For a gold coin donation, children can enjoy afternoon tea, games, bible stories, music & craft, every Wednesday during school term at 3:00pm. After School kids Club run by the Combined Churches of Norfolk Island. Phone 22293 or visit: [www.norfolkislandchurchofengland.com/kids-club](http://www.norfolkislandchurchofengland.com/kids-club)

## Support Numbers and Resources

### **Crime**

Crime Stoppers (Free 24/7)

An independent organisation that relies on partnerships to prevent and solve crimes. Make confidential report by calling 1800 333 000 or visit [www.crimestoppers.com.au](http://www.crimestoppers.com.au)

### **Domestic Violence**

Domestic Violence Line (Free 24/7) – Domestic Violence line for information, support and help. Make a confidential call to 1800 656 463 or visit [www.facs.nsw.gov.au/domestic-violence](http://www.facs.nsw.gov.au/domestic-violence)

1800 RESPECT (Free 24/7)

National counselling helpline for information and support regarding family violence and sexual assault. Make a confidential call to 1800 737 732 or visit [www.1800respect.org.au](http://www.1800respect.org.au)

Men's Referral Service (9am-9pm NSW Mon to Fri) Offers telephone counselling, information and referrals for men impacted by family violence. Call 1300 766 491 (charged at local rates) or visit [www.ntv.org.au](http://www.ntv.org.au)

### **Addiction**

Counselling Online (Free 24/7)

Supporting individuals, friends, and families affected by alcohol and other drugs. Call 1800 422 599 or visit

[www.counsellingonline.org.au](http://www.counsellingonline.org.au)

Alcohol Drug and Information Services (Free 24/7) Whether you are having issues with alcohol or other drugs, are concerned about someone else's alcohol or other drug use, or just have general questions about alcohol call 1800 250 015.

Quit Smoking Support Line (24/7)

The Quitline is a confidential telephone service providing customised assistance to help you with your quit smoking attempt. Call 13 7848 (Charged at local rates). Alternatively you can call SDA, Norfolk Island Hospital, or Counselling on 23191.

### **Parenting and Youth Support**

Kids Helpline (Free 24/7)

A confidential phone and online counselling service for children and young people aged 5-25, as well as their parents and carers. Call for any reason at any time on 1800 55 1800 or visit

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

Karitane (Free 24/7)

Provide support and education on the unique challenges of parenting to mums and dads with children from birth to 5 years of age. Call 1800 2273 or visit [www.karitane.com.au](http://www.karitane.com.au)

QLife (Free 3pm-12am NSW everyday)

Provides counselling and referral service for LGBTI community experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered. Call 1800 184 527 or chat online to a counsellor at

[www qlife.org.au](http://www qlife.org.au)

Reachout

Provides targeted information to help any young person who visits the website. When they visit ReachOut.com, a young person will be guided to practical tools designed just for their needs, even when they don't know what they're looking for. Visit [www.reachout.com](http://www.reachout.com)

### **Mental Health**

Butterfly Foundation (Free 8am-midnight everyday)

Provides information, counselling and treatment referral for people with eating disorders, and body image and related issues. Call 1800 33 4673 or visit [www.thebutterflyfoundation.org.au](http://www.thebutterflyfoundation.org.au)

Mindspot (Free 8am-8pm Mon to Sat)

Free telephone and online service for people with stress, anxiety, depression, and trauma. It provides online assessment and treatment for anxiety and depression. Call 1800 61 44 34 or visit

[www.mindspot.org.au](http://www.mindspot.org.au)

#### Lifeline (24/7)

Provides all Australians experiencing a personal crisis with access to online, phone crisis support and suicide prevention services. Call 13 11 14 or visit [www.lifeline.org.au](http://www.lifeline.org.au) to chat online to a counsellor for free.

#### Headspace

Providing youth mental health services for ages 12-25. Chat online with a qualified professional or access resources at <https://headspace.org.au/>

#### **Financial Assistance and Support**

##### National Debt Helpline (Free 9:30am-4:30pm NSW Mon to Fri)

Financial counsellors offer free, independent and confidential services to help you get back on track and discuss your options for dealing with unmanageable debt. To speak with a financial counsellor contact the National Debt Helpline on 1800 007 007. This free hotline is open from 9:30am to 4:30pm Monday to Friday. There are also more tools and resources available online [www.ndh.org.au](http://www.ndh.org.au)

##### Department of Human Services (Gov Free 24/7)

DHS can help if you're in severe financial hardship, recovering from a disaster, or need special assistance. To see what you are eligible for visit [www.humanservices.gov.au](http://www.humanservices.gov.au)