

Other services provided by Telopea Family Support are:

Emergency Relief

[funded by FaHCSIA]

- Food parcels
- Food vouchers
- Electricity, Gas and Water vouchers
- Budgeting assistance

By appointment only

[Mon, Wed, Fri]

No Interest Loan Scheme [NILS]

[Funded by NSW Office of Fair Trading & NAB]

Supported Playgroup

Thursday 10am - 12pm

Telopea Family Support
is a community service of

Telopea Christian Centre

and managed by

**Telopea Family Resources Inc, a
partnership project of CareWorks NSW**

Telopea Family Support
receives its core funding from the
NSW Community Services

TFR is endorsed as a Deductible
Gift Recipient, and all donations are
tax deductible.

How to contact us

16 Shortland Street
Telopea, NSW 2117

Phone: **9638 7955**

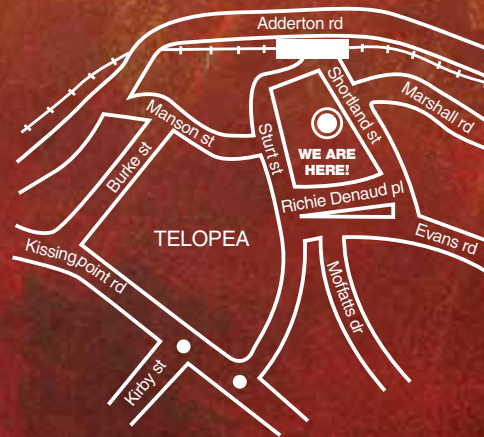
Fax: **9638 4906**

www.telopea.org.au/tfs

admin@tfss.ngo.org.au

Sometimes due to limited
staffing levels, the answering
machine may be on.

Please leave a message.



Bus 511 (Ryde-Carlingford),
Bus 513 (Carlingford-Meadowbank) and
Bus 545 (Ryde-Parramatta)
stop in front of our building.

Privacy Notice

Telopea Family Support is bound by the provision of the
privacy and personnel Information Protection Act 1998, in the
collection, storage and utilisation of personal information.
All information collected will only be used for the purpose
for which it has been obtained.



Would you like support as you make
positive changes in your life?

Would you like to meet other parents
in your community?

Would you like to feel more
empowered in your parenting?

Could you benefit from
information or support as you deal
with government departments?

Call 9638 7955

Who are we?

Teloepa Family Support is a service that reaches out to families experiencing crisis or facing issues that require support to overcome.

We use a holistic approach and aim to improve family well-being through practical, emotional and educational support.

Family workers meet with the parent, child or family to discuss their hopes for change and how this might happen.

Families may want to discuss issues such as:

- Managing stress
- Balancing parent needs and children's needs
- Managing a new baby
- Conflict/Violence in the family
- Responding to anxiety & depression
- Separation and divorce
- Linking with other organisations

We journey with the family through these difficult times.



Who can use our service?

Families with dependent children (0-16yrs) who live in Dundas, Teloepa, Oatlands, Rydalmere, Ermington and parts of North Parramatta, Carlingford and Epping.

To make an enquiry, families can call the centre and speak to the Intake Worker.

Families can also be referred by someone else, such as school counsellor, NSW Community Services, local doctor, Early Childhood Nurse.



What happens when you call?

Our Intake Worker will ask you about the concerns or questions you have and discuss with you if we are the best service for you. We will then do a home or office visit to talk further about how we can work together.

What you tell us remains confidential unless there is concern around you or your child's safety. We will talk with you first if we need to contact other services to support your family's safety.

What do we offer?

• Counselling

Our family workers are highly competent and trained in counselling practice. This enables us to work with families toward achieving their goals with confidence.

• Information, referral, advocacy and linking with other services

This may include drawing the services involved with a family together to ensure the concerns of the family are worked through. Assistance in finding information or accessing appropriate services when needed.

• Groups

The service runs several groups each term. Topics offered might explore parenting issues, self esteem, managing stress, specialist support groups. We also run groups and courses for children.

The groups vary according to changing community needs and available funding.

• Parent Education Groups

Our service offers parent education programs. These programs make available professional advice, education and resources for families who desire to grow in their parenting skills and understanding of family health and well-being. This involves home or office visits.