

On Call Service

The On Call Service is the first contact point to all Wyndarra's Services.

Hours of Service

Monday: 1.00pm – 4.00pm

Tuesday – Friday: 10.30am – 12.30pm & 1.30pm – 3.30pm

The On Call service assists in a wide range of services, these include:

- Support
- Access to resources
- Filling out forms
- Information
- Advice
- Crisis response
- Financial support
- Internal referral to one of our services
- Advocacy
- Support, access or referrals to other services, including, Centrelink, Housing Department, Anglicare Financial counselling Service, and Legal Services

Privacy & User Rights Information

The above can be accessed at reception.

Opening Hours

Monday 1.00pm – 5.00pm

Tuesday – Friday 9.00am – 5.00pm

Established in 1982, Wyndarra Centre Inc. is a community managed provider of community services in the Circular Head Municipality funded by Commonwealth and State grants and community donations.

Purpose

Our purpose is to promote and provide resources for the wellbeing of the Circular Head community.

Supporting Statements

- Supporting those within the community experiencing devaluation, disadvantage and discrimination
- Each individual has the right to access adequate social, physical and emotional resources
- Each individual has the right to a safe environment which enables them reaching their full potential encouraging empowerment
- Each individual has the right to participate in processes which impact upon them
- Effective community consultation processes, to reflect the needs of the Circular Head community
- Broaden the community's perspectives and culture, by encouraging understanding and respect of the differences within the community
- A culture of continuous learning, consistent evaluation, accountability and transparency
- Strategic and effective governance within a flat management structure

Values:

- Equity
- Dignity
- Respect
- Diversity
- Access

Updated: 21.02.2020

SUPPORTED BY THE
Australian Government
Department of Social Services

SUPPORTED BY
Tasmanian
Government

Wyndarra Centre Inc

Circular Head Community Information and Resource Centre



Service Information



*Providing over 30 years of Service to
the Circular Head Community*

PO Box 162, 43 Smith Street Smithton TAS 7330

Ph: 03 6452 2722 Fax: 03 6452 1509

Email: info@wyndarra.org.au

www.wyndarra.org.au

Personal & Family Counselling Program

Counselling services include:

- Grief
- Separation and divorce
- Sexual assault
- Domestic violence
- Parenting issues
- Mental health issues
- Communication
- Conflict resolution
- Crisis response
- Drug and alcohol
- Suicide awareness
- Stress management
- Pregnancy support
- Support groups
- Men's, Women's & LGBTI health
- Sexual health
- Community education

Emergency Relief Fund

- Emergency Relief is a service to address the immediate financial needs of families or individuals in crisis.

Resources Available

- Photocopying and faxing
- Room hire
- Telephone
- Skype

Home and Community Care

Services provided to young people with disabilities include:

- Domestic assistance
- Social support
- Personal care
- Respite
- Client care coordination
- Case management
- Home maintenance – garden maintenance for safety
- Counselling support/information and advocacy for clients
- Counselling support/information and advocacy for carers
- Aboriginal community service

Commonwealth Home Support Programme

Services provided to the frail aged include:

- Personal Care
- Respite
- Specialist Support Services
- Domestic Assistance
- Home Maintenance – garden maintenance for safety
- Social Support – individual and group
- Transport

Volunteer Program

Volunteers are an integral part of our service delivery. All volunteers undertake an 18 hour induction program that concentrates on issues of confidentiality and acceptance of values of others. Being involved in areas such as:

- Assistance with shopping
- Driving
- Caring
- Gardening and lawns
- Assist with Wellness and Reablement of clients
- Social support
- Domestic Assistance
- Tax Help
- Hamper activities

Wyndarra Support Service

Wyndarra Centre is a registered NDIS provider and provides a range of support for people with varying abilities:

- National Disability & Insurance Scheme
 - Short Term Accommodation/Respite care
 - Personal care
 - Community Access and Social Support
 - Group based activities
 - Independent living skills
 - Medication administration and specialised supports
 - Support Coordination

Wyndarra Support services also provides support to people with varying abilities in services brokered from other agencies.

Needle Supply Program

- Harm reduction resources
- Counselling and referrals
- Provide sterile injecting equipment

Specialist Homelessness Services

This program assist families and individuals who are homeless or at risk of homelessness.

- Housing Connect
- Wyndarra Housing Outreach
- Intervention/Transition support
- Access to accommodation service