

# GUIDE TO HOMELESS SERVICES 2015 BOOK

2015 SYDNEY  
HOMELESS  
CONNECT





Sydney Homeless Connect is a not-for-profit charity powered 100% by volunteers, donations and kindness.



**2015 SYDNEY  
HOMELESS  
CONNECT**  
**Tuesday 21st July**

Sydney Homeless Connect is a day that brings together people who are homeless and at risk of homelessness in Sydney with the services and support that they need whilst providing them with a positive experience they will remember.

**OUR FOCUS IS  
ACTION & OUTCOMES  
ON THE DAY.**

[www.sydneyhomelessconnect.com](http://www.sydneyhomelessconnect.com)



## PORTRAIT PHOTOGRAPHY & STORIES

This year we will again be offering portrait photography for possible use in an upcoming exhibition, for you to keep, or send home to a loved one.

We would also love to hear your story.  
Come and find us downstairs at the Town Hall.

*Pictured: Jai, who started as a guest but is now proudly a volunteer with Sydney Homeless Connect.*

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*The information in this booklet is not intended to be a definitive guide to homeless services, but we hope you find it helpful.*

**Police / Ambulance / Fire  
Emergency - CALL**

**000**

**Link2Home : 1800 152 152**

**Police : 131 444**

**Lifeline : 13 11 14**

**Kids & Youth Helpline : 1800 55 1800**

**Domestic Violence Line :  
1800 RESPECT / 1800 737 732**

**Missionbeat : 1800 306 461**


**Beyond Blue : 1300 22 4636**

**Wesley Mission : 9263 5464**

## LIFELINE - 13 11 14

We provide 24/7 crisis support and suicide prevention services.

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.

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

## BEYOND BLUE CRISIS AND SUICIDE SUPPORT

We all have good and bad days. If something is on your mind, or things just seem too much, sharing the load with someone could really help. No matter who you are, or how you're feeling, you can talk it through with us.

Call 1300 22 4636  
24 hours, 7 days a week

Or chat online:  
[www.beyondblue.org.au](http://www.beyondblue.org.au)



## MISSIONBEAT OUTREACH

Mission Australia's Missionbeat is an outreach and transport service for homeless people in the Sydney area. We provide transport to safe accommodation, advice, information and referrals. We receive calls from the NSW Police, Ambulance and members of the public.

We also have our Medibeat service, which is a partnership with St Vincent's Hospital and employs a homeless outreach nurse to work alongside the Missionbeat service and our clients and meets clients at their point of need without them having to go through the hospital network.

Phone: 1800 306 461

1/1 Brompton St Marrickville, NSW 2204

[missionbeat@missionaustralia.com.au](mailto:missionbeat@missionaustralia.com.au)  
[www.missionaustralia.com.au](http://www.missionaustralia.com.au)



## JEWISH HOUSE

Jewish House provides 24/7 Crisis Support to all who seek our services.

Crisis can take many forms, which means we help a range of people, from those who require urgent and in-person assistance to those who hold down regular jobs and are faced with unexpected challenges, through to business leaders who are dealing with personal or employee-related issues. Recognising that for most people support involves a combination of approaches, we take a multi-disciplinary approach by drawing on a wide range of services.

24/7 crisis support 1300 544 357

Phone: 02 9386 0770  
[reception@jewishhouse.org.au](mailto:reception@jewishhouse.org.au)  
[www.jewishhouse.org.au](http://www.jewishhouse.org.au)  
 7 Flood St. Bondi NSW 2026



## ANGLICARE EMERGENCY RELIEF

ANGLICARE Sustainable Living consists of:

- Emergency relief is the provision of practical assistance to those people who find themselves in financial crisis.

- Financial Counselling: Helps people to organise their financial information, design a Personal Money Plan with the aim for people to change and improve their financial situations.

A Personal Helper and Mentor who will support them on their recovery journey. Personal Helpers and Mentors will work with the Participant to develop goals and strategies to achieve these goals.

Phone: (02) 8362 3700 9am - 5pm

60 Wairoa Ave, Bondi Beach, NSW 2026  
[www.anglicare.org.au](http://www.anglicare.org.au)



## WESLEY MISSION

We offer prevention & early intervention support, emergency accommodation, medium term transitional housing and case management support depending on the individual's needs,

We also offer Counselling services, Youth services, Employment and training, Aged care services, Camps and conferences, Child and family services, Disability services, Mental health services, Training and education services & referrals to financial counselling.

Wesley Church

Ph: (02) 9263 5464  
 220 Pitt St, Sydney NSW 2000

Mail: PO Box A5555,  
 Sydney South NSW 1235  
[christianlife@wesleymission.org.au](mailto:christianlife@wesleymission.org.au)  
[www.wesleymission.org.au](http://www.wesleymission.org.au)



## STREET LEVEL MISSION



We seek to care for the physical, emotional & spiritual needs of those who are a part of our community.

Services include:

Welfare assistance (food, clothing, bills, furniture, no-interest loans), housing assistance, hot lunch, shower, laundry facilities, locker storage, legal help, a safe place to spend the day, free internet and someone to talk to.

Phone: (02) 9360 1710

Open Mon-Fri 9:30am-3:30pm.  
Derby Lane (off Albion St).  
Rear of 339 Crown St. Surry Hills  
[salvos.org.au/sydneystreetlevel](http://salvos.org.au/sydneystreetlevel)

We also invite you to our weekly Church service with meal beforehand from 5:30pm on Fridays and Wednesday night prayer times from 6:30pm, as well as smaller support groups (women's group, sewing group, basketball group, etc) on different weekdays.



## LINK 2 HOME 1800 152 152

Formerly Homeless Persons Information Centre (HPIC)

The new 24/7 State-wide telephone line for people who are homeless or at risk of homelessness to seek accommodation and support.

We provide professional assessments and referrals for clients seeking accommodation and support services within NSW.

Telephone Toll Free:  
1800 152 152

Homelessness NSW  
Tel: 02 9331 2004  
[admin@homelessnessnsw.org.au](mailto:admin@homelessnessnsw.org.au)  
99 Forbes Street, Wolloomooloo, NSW, 2011



## NEWTOWN NEIGHBOURHOOD CENTRE

Newtown Neighbourhood Centre provides an information, referral and advice service. With over 60 information sheets available covering accommodation, health services, welfare services, government services, community services and drug and alcohol services the Newtown Neighbourhood Centre is a great source of information for people with any number of issues.

Our Boarding House Project offers support and assistance to residents of unlicensed boarding houses.

If you need urgent or personal support and you are not sure where to start, come and see our staff at the Front Counter or call us on:

Phone: (02) 9564 7333  
1 Bedford Street  
Newtown, NSW 2042

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



## THE HAYMARKET CENTRE

The Haymarket Centre provides crisis accommodation and case management support to homeless and disadvantaged people who have complex needs, mental health and substance misuse issues.

We accommodate 25 men, women and transgender clients and operate on a harm minimisation basis by assessing and supporting individuals with various levels of intoxication onsite.

Phone: (02) 96980555

[www.haymarket.org.au](http://www.haymarket.org.au)  
[reception.thc@haymarket.org.au](mailto:reception.thc@haymarket.org.au)

The Haymarket Foundation  
137-139 Regent Street  
Chippendale, NSW 2008





## THE WAYSIDE CHAPEL

Under the banner of Love over Hate, Wayside's programs and services are designed to ensure that the most marginalised members of our community have access to essential health, welfare, social and recreational services, as well as offering a place where people are welcome just to 'be'.

Wayside Café: Mon-Fri 9-7.30, Sat 9-4, Sun 11-5pm  
Community Services Centre: open 7 days per week

Phone (02) 9581 9100

The Wayside Chapel  
29 Hughes Street, Potts Point NSW 2011  
mail@thewaysidechapel.com  
www.thewaysidechapel.com



*The Wayside Chapel*

## SALVATION ARMY - MEN'S, WOMEN'S AND YOUTH SERVICES

Samaritan Services is The Salvation Army's network of inner city homeless services.

Located across four sites we provide accommodation services, casework and support for homeless men, homeless women, women and children escaping domestic violence and for women who are victims of human trafficking. Our Drop-In Centre on the corner of Philip and Cope Streets in Waterloo provides life skills courses, counselling, and also operates a budget cafe.

The main admin for Samaritan Services :  
Foster House , 5-19 Mary Street, Surry Hills.  
Phone: (02) 9212 1065

Women's services:  
Phone: (02) 9211 5794

Doorways welfare assistance:  
Phone 1300 371 288.  
for emergency relief (food, bills etc)



## SYDNEY NIGHT PATROL - ST VINCENT DE PAUL

Night Patrol is the Special Work of the St Vincent de Paul Society Sydney Archdiocese that operates every night of the year (except New Year's Eve).

Two vehicles travel to stops in the inner city of Sydney to bring companionship and food to people experiencing homelessness. We provide sandwiches, nutritious snacks, warm drinks and toiletries. Blankets and sleeping bags can also be requested, subject to availability. We provide information about other sites and services and aim to offer a 'hand up' to all those who visit our vehicles.

Our current stops include: Ward Park Surry Hills, Martin Place Sydney and Belmore Park Central.

Phone: 9518 0303  
nightpatrol@sydenyvinnies.org



## ALCOHOLICS ANONYMOUS

Alcoholics Anonymous 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.

Phone: 1 300 22 22 22

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

email: [aasydneycitycso@bigpond.com](mailto:aasydneycitycso@bigpond.com)

AA Central Service Office  
The Crypt  
Holy Cross Church  
17 Adelaide Street  
PO Box 478  
Bindi Junction  
NSW 1355



## EXODUS FOUNDATION

The Exodus Foundation exists to meet the immediate material, emotional and spiritual needs of disadvantaged and marginalised people.

Our ministry is primarily to those who are outsiders - the poor and the dispossessed and those who feel "a church" would not ordinarily welcome them.

• Night Van  
Yurong Parkway, Woolloomooloo,  
near St Mary's Cathedral  
7:30pm-830pm

• Loaves n Fishes (free restaurant)  
180 Liverpool Road Ashfield -  
11:30am-12:45pm (7 days/week)

Phone: (02) 8752 4600

180 Liverpool Rd Ashfield NSW

welfare@exodusfoundation.net  
www.billcrews.com.au  
Also on facebook



## THE STATION LTD

The Station Ltd drop-in centre is for men and women who are experiencing homelessness and/or unemployment. We are a service that targets individuals with mental health issues and/or drug and alcohol problems, gambling concerns and those who are chronically homeless and sleeping rough

- meals
- shower and laundry
- selfcare
- emergency relief
- recreation
- mental health support
- drug and alcohol support
- outreach services

Phone: (02) 9299 2252

82 Erskine Street,  
Sydney 2000  
dropin@thestationltd.org  
www.thestationltd.org



## MILK CRATE THEATRE

We work with an Ensemble of artists who have experienced homelessness or social marginalisation to create theatre that creates change. We provide a safe, creative space to build confidence and make positive changes in lives.

We believe that by sharing our real stories we can inspire action and work towards an inclusive future where everyone feels valued.

We invite you to come and take part in our drama workshops and to join the Ensemble.

Phone: (02) 9698 7133

Alexandria Town Hall  
73 Garden Street,  
Alexandria NSW 2015  
[www.milkcratetheatre.com](http://www.milkcratetheatre.com)



## HOPE STREET

HopeStreet is an innovative non-profit organisation, based in Woolloomooloo, committed to putting faith into action by providing compassionate care to marginalised inner-city residents. Many of HopeStreet's community members are homeless, dealing with addiction, mental health, physical health and legal issues in addition to having diminished employment opportunities.

HopeStreet has five core programmes:

- The Terrace
- Homeless Support & Community Development
- Inner City Counselling:  
Gambling Help, Financial and more
- Women's Space
- Employment Training Programme (ETP).

Phone: (02) 02 9358 2388

174 Cathedral Street  
Woolloomooloo, NSW 2011  
[admin@hopestreet.org.au](mailto:admin@hopestreet.org.au)  
[www.hopestreet.org.au](http://www.hopestreet.org.au)



[gambling4@hopestreet.org.au](mailto:gambling4@hopestreet.org.au)

## THE FOOTPATH LIBRARY

Free new and secondhand books and magazines.

The Footpath Library gives donated books and magazines from the community (public and publishers) to homeless and disadvantaged people.

At present, The Footpath Library operates a mobile service in Sydney

events\_sydney@footpathlibrary.org  
www.footpathlibrary.org



## ORANA HUB COASTAL

We are a not for profit association working within the Cronulla, Caringbah, Bundeena and Kurnell communities. We assist all members of the local community with information and referral services, specifically supporting those who are financially disadvantaged and socially isolated. The Hub offer programs and services direct from the Caringbah centre and via outreach programs in Bundeena and Kurnell.

Phone: (02) 9525-4971  
38/52 President Ave,  
Caringbah NSW 2229  
www.oranainc.org/orana-hub-coastal/



## MANLY COMMUNITY CENTRE

We provide a holistic approach to homelessness and those at risk of homelessness in the community on the Northern Beaches. The one stop shop approach aims to enhance the general wellbeing and safety of those who are in contact with the service.

The service includes:

- No appointment drop in centre
- Assessment/Support & case management
- Advocacy
- Referral to other appropriate agencies and service providers
- Assistance with accommodation enquires
- General counselling
- Multi cultural services
- Centrelink enquiries
- Legal advice
- Access to domestic violence, welfare workers & district nurses.

Phone: (02) 9977 1066

10am-4pm Monday to Friday  
12 Wentworth St, Manly NSW 2095  
[www.manlycommunitycentre.com.au](http://www.manlycommunitycentre.com.au)  
[mcc1@bigpond.net.au](mailto:mcc1@bigpond.net.au)



The Street Swag is a compact version of the traditional Aussie icon we all know and love. Made of super lightweight waterproofed, canvas with a high-density foam mattress - it offers warmth, comfort and protection from the outdoor elements for those most in need in our community. Its discrete appearance and camouflage colours, offer safety and security for those who need to be invisible.

Phone: 0415 952 488

[www.streetswags.org](http://www.streetswags.org)  
[shelley@streetswags.org](mailto:shelley@streetswags.org)



## HAWKESBURYS HELPING HANDS

We supply hot meals and food to the hungry and homeless of the Hawkesbury, prepared and cooked at home and then loaded into the car and served in the park.

The Terrace  
Windsor, NSW 2756

Phone 0416 956 263

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

[www.facebook.com/HawkesburysHelpingHands](http://www.facebook.com/HawkesburysHelpingHands)



## PYRMONT CARES

Pymont Cares Inc is an organisation comprising of volunteers from around the Pymont area to provide socially disadvantaged people in the city of Sydney with personal and material needs.

Phone: 0452 537 998

[pymontcares@gmail.com](mailto:pymontcares@gmail.com)  
facebook: Pymont Cares



## ANIMAL WELFARE LEAGUE

Animal Welfare League (AWL) NSW is a registered charity and for over 50 years has been caring for surrendered, neglected and abandoned animals, as well as investigating allegations of animal cruelty under the Prevention of Cruelty to Animals Act. AWL aims to match all adoptable animals to suit the lifestyle of potential owners, ensuring a long and happy relationship for all. All animals available for adoption are temperament assessed, vet checked, desexed, microchipped, vaccinated, wormed and on flea prevention. AWL operates two animal shelters, a vet clinic, offers behavioural training and has 14 branches of volunteers across the state. In Sydney AWL offers vet care for pets and their low income or homeless owners, by our Vets for Street Pets program. AWL receives very little government funding, so relies on the generosity of the public to continue our vital welfare work.

Phone: 02 8899 3333  
PO Box 137 North Ryde  
NSW 2113

[helpingpets@awlsw.com.au](mailto:helpingpets@awlsw.com.au)  
[www.awlsw.com.au](http://www.awlsw.com.au)



**DRESS FOR SUCCESS®**  
*Going Places. Going Strong.*

Dress for Success Sydney is a not for profit organisation that helps women in need to find, and keep work.

We provide free professional attire and styling to help build your self esteem and economic independence. We run workshops to help you prepare for your job search and provide job support services to help you keep the job. Outreach services are provided to correctional centres and a pack and send program services regional NSW. We will be available to explain our service and how to access it.

Tues 10am - 1pm, Wed & Thurs 12pm - 3pm  
Friday 11am - 1pm, Saturday 10am - 1pm

Ph: 1800 77 3456

[info@dfssydney.org](mailto:info@dfssydney.org)  
<https://sydney.dressforsuccess.org>  
132 Marrickville Rd, Marrickville NSW 2204

**SUPPORT**

**EMPLOYMENT**



## THE BIG ISSUE

The Big Issue provides work solutions for homeless and disadvantaged people as well as sport and recreation activities.

Women are also employed by The Big Issue to pack the magazines for distribution to subscribers every fortnight, giving them an income as well as access to training, mentoring and support.

Phone: (02) 8332 7200  
125-127 Little Eveleigh Street  
Redfern NSW 2016

[sydney@bigissue.org.au](mailto:sydney@bigissue.org.au)  
[www.bigissue.org.au](http://www.bigissue.org.au)



## WORK FOCUS AUSTRALIA

"We exist to make a real and measurable impact on employment opportunities for people with injury, illness, disability or disadvantage"

WorkFocus Australia works with insurers, employers and key stakeholders to deliver Return to Work and Employment outcomes for workers and job seekers across Australia.

Phone 1300 570 181  
[www.workfocus.com](http://www.workfocus.com) [sydney@workfocus.com](mailto:sydney@workfocus.com)



## STEPS EMPLOYMENT

is a specialised employment service aimed at assisting clients with mental health barriers or other permanent disabilities, to gain and maintain employment in the open labour market. Clients who join the STEPS program are assigned an Employment Counsellor, who works on a one-on-one basis to address issues relating to both obtaining and /or maintaining employment

Phone: (02) 9415 1301

Level 4, 7 Help Street.  
Chatswood NSW 2067

[www.sydneycounselling.com.au/steps](http://www.sydneycounselling.com.au/steps)



## DEPARTMENT OF HUMAN SERVICES

The Department of Human Services offers a range of health, social and welfare payments and services through Medicare, Centrelink, Child Support, CRS Australia and Australian Hearing.

Centrelink Call Centres answer enquiries about services and payments from Monday to Friday between 8.00 a.m. and 5.00 p.m.



**centrelink**

Centrelink phone: 13 2468  
Fax: 1800 786 102

[www.humanservices.gov.au](http://www.humanservices.gov.au)

Centrelink Reply Paid 7800  
Canberra BC, ACT 2610

Centrelink's Self Service: 13 6240

Centrelink Complaints and feedback:  
FreeCALL 1800 132 468

Employment Services: 13 2850

Youth and Students: 13 2490

Older Australians: 13 2300

ABSTUDY: 13 2317

Disability and Carers: 13 2717

Family and Parents: 13 6150

Multilingual Call: 13 1202

Indigenous Call Centre: 1800 136 380

Centrelink's Self Service: 13 6240

Centrelink Complaints and feedback:  
FreeCALLtm 1800 132 468

Medicare general enquiries: 13 2011  
24 hours, 7 Days per week

Child support general enquiries: 13 1272  
8:30am – 4:45pm Mon - Fri

## ENERGY & WATER OMBUDSMAN

The Energy & Water Ombudsman NSW (EWON) provides an independent way of resolving complaints about all electricity and gas suppliers in NSW and some water suppliers.

EWON can investigate a wide range of complaints, such as:

- disputed accounts,
- high bills,
- debts and arrears,
- disconnection or restriction of supply,
- actions of a supplier that affect your property,
- reliability and quality of supply
- poor customer service
- electricity and gas marketing and negotiated contracts
- connection or transfer issues

Phone: 1800 246 545

Fax: 1800 812 291

omb@ewon.com.au

www.ewon.com.au



## NSW TRUSTEE AND GUARDIAN

NSW Trustee & Guardian provides financial management services to people who have a disability that affects their capacity to make decisions. This may be due to mental illness, brain injury, intellectual disability, dementia or other disabilities.

NSW Trustee & Guardian is appointed by a court or tribunal to provide financial management services.

A wide range of legal, technical, financial, specialist disability and other services are provided by NSW Trustee & Guardian, such as:

- protecting assets and legal rights
- organising an adequate cash flow to pay bills
- liaising with financial and legal institutions
- making investments
- facilitating the buying and selling of a home.

Phone: 1300 364 103

160 Marsden Street, Parramatta NSW 2150

tagmail@tag.nsw.gov.au

www.tag.nsw.gov.au

## WORK AND DEVELOPMENT ORDER SERVICE (WDO)

Work and Development Orders (WDOs) offer a way forward to people who can't pay their fines.

This innovative program lets you pay off the debt with volunteer work, treatment programs, counselling, courses and other activities. Anyone who is homeless, has intellectual disability, cognitive impairment, mental health or addiction issues, or who is in serious financial hardship is eligible.

WDOs are supervised by approved organisations and registered health practitioners called WDO sponsors.

Phone: 1300 478 879  
(Monday to Friday 9am to 5pm)

Email: [WDO@legalaid.nsw.gov.au](mailto:WDO@legalaid.nsw.gov.au)  
[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)



## NSW TRUSTEE AND GUARDIAN

We provide financial management services to people who have a disability that affects their capacity to make decisions. This may be due to mental illness, brain injury, intellectual disability, dementia or other disabilities.

NSWTG is appointed by a Court or Tribunal to provide financial management services. When a Financial Management Order has been made, NSWTG works with the clients and other stakeholders to develop a sustainable budget and financial management plan.

NSWTG can assist homeless and itinerant clients to manage their income in a number of ways including: payment of rent and accommodation; assistance with payment of bills and debts; reference to other services; advocacy; establishment and maintenance of grocery, tobacco and other accounts and can offer assistance in legal, financial planning and asset management.

Phone: (02) 8688 2600

[www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)  
[tagmail@tag.nsw.gov.au](mailto:tagmail@tag.nsw.gov.au)



**NSW Trustee  
& Guardian**

## KIRKETON ROAD CENTRE - MEDICALLY SUPERVISED INJECTING CENTRE

MSIC supervises episodes of drug injection under the supervision of registered health professionals. There is immediate access to emergency medical care in the event of an overdose or adverse event. Referrals to other services are provided.

Mon: 9:30am - 9:30pm

Tues: 9:30am - 3:45pm, 6:00pm - 9:30pm

Wed to Friday: 9:30am - 9:30pm

Sat, Suns & Public Holidays: 9:30am - 05:30pm

Phone: (02) 9360 2766

66 Darlinghurst Rd, Kings Cross, 2011  
Above the Darlinghurst Fire Station  
(entrance on Victoria Street)  
[www.sydneymsic.com](http://www.sydneymsic.com)

## CLINIC 180

Sexual Health screenings, HIV, Hep C and B testing & vaccinations. First Aid, wound care, counselling, social welfare assistance, needle and syringe program, and condoms available.

Mon - Fri: 3.30 - 9pm Sat & Sundays: 1.30 - 9pm

180 Victoria Street, Potts Point  
Phone: 02 9357 1299



## DRUG ARM AUSTRALASIA

Drug Arm Australasia is a not-for-profit organisation founded upon Christian values and principles, committed to reducing harms associated with alcohol and other drug use. We provide vital outreach of care and compassion through programs and services that assist individuals, families and communities.

The Street Outreach Service (SOS), provides harm minimisation, support, information, referrals and crisis intervention to individuals who may be homeless on the streets or otherwise at risk. The patrols are staffed by trained volunteers and provide drinks and snacks, emotional support and information where required.

We proudly support the Australian Aboriginal, Torres Strait Islander and LGBTI communities.

Phone: 1300 565 800

Phone: (02) 9755 0596

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

1/119 The Crescent Fairfield  
NSW 2165



**Drug ARM**

## THE HAYMARKET CLINIC

The Haymarket Clinic situated in Palmer Street East Sydney, provides medical support to Homeless disadvantaged people. It also operates as a secondary needle exchange and a mail collection point for those with no fixed address. Services provided here are of no cost to clients and identification is not necessary to seek treatment.

Phone: (02) 9331 1969  
[www.haymarket.org.au](http://www.haymarket.org.au)  
[reception.thc@haymarket.org.au](mailto:reception.thc@haymarket.org.au)  
 137-139 Regent Street  
 Chippendale, NSW 2008



## THE BOURKE STREET PROJECT

is a recovery lifestyle program that accommodates and supports men who are in the latter stages of their recovery from a drug, alcohol or other addiction. From here they are integrated into the community, secure employment and study and go on to a brighter future.

Phone: (02) 9380 8043  
[www.haymarket.org.au](http://www.haymarket.org.au)

## THE ALCOHOL AND OTHER DRUGS COUNSELLING SERVICE

Our clinical psychologist provides one to one counselling for psychological issues and runs relapse prevention groups.

Phone: (02) 9698 0555  
[www.haymarket.org.au](http://www.haymarket.org.au)  
[reception.thc@haymarket.org.au](mailto:reception.thc@haymarket.org.au)

## THE HIV AOD INTEGRATED CARE PROGRAM

is a 4 bed stabilisation program which supports clients who are HIV positive, who have substance misuse issues, mental health and other chronic health needs. We work in partnership with The Bobby Goldsmith Foundation to stabilise and provide housing and support in the community.

Phone: (02) 8382 1810  
[www.haymarket.org.au](http://www.haymarket.org.au)



## AUSTRALIAN HEARING

### 1300 412 512

Our services include assessing hearing, fitting hearing devices and providing counselling and rehabilitative programs to help eligible clients manage their hearing impairment. Australian Hearing's clients are at both ends of the age spectrum. More than a third of our younger clients are under the age of 10 years, and about 50 per cent of our adult clients are 80 years and over.

Book online for a  
free hearing check.  
[www.hearing.com.au](http://www.hearing.com.au)



## VISION AUSTRALIA

### 1300 84 74 66

Vision Australia supports people who are blind or have low vision to live the life they choose. We are a not-for-profit organisation providing blindness and low vision services to Australians of all ages, funded by Government grants and generous donations.

Vision Australia understands that everyone's experience of blindness and low vision is different. Our professional staff will work with you, and those you care about to help you achieve your goals.

If you are having trouble reading, getting out and about confidently, or would like to understand more about your vision, contact us today.

Call us on (02) 9334 3333  
or (national) 1300 84 74 66  
email [info@visionaustralia.org](mailto:info@visionaustralia.org)  
or visit [www.visionaustralia.org](http://www.visionaustralia.org)







## LINK2HOME - 1800 152 152

We can help people who are homeless or who are at risk of being homeless by offering access to specialised support and accommodation services.

Link2home is available 24 hours a day, 7 days a week, every day of the year.

9am - 10pm daily, Link2home provides information, assessments and referrals to homelessness services across NSW.  
10pm - 9am Link2home provides information, assessments and referrals to emergency services if required - referrals to accommodation and support services is not available during these hours.

If you are of Aboriginal or Torres Strait Islander descent and wish to speak to an Aboriginal staff member, let the operator know and they will arrange this for you.

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)



1800 152 152

## NEAMI - WAY2HOME 1800 505 501

Way2Home works in partnership with health services, general practitioners and other community services to address the needs of people with complex health needs and long histories of sleeping rough.

This service will continue to work with clients with complex needs who are sleeping rough, where outreach workers directly engage with clients on the streets offering assistance and case management.

The service has a housing first approach, which focuses on helping clients access and sustain long-term supported housing solutions.

Phone: 1800 505 501  
Suite 201/ 19A Boundary St, Darlinghurst

[outreach@neaminational.org.au](mailto:outreach@neaminational.org.au)  
[www.neaminational.org.au](http://www.neaminational.org.au)



## THE HAYMARKET CENTRE

provides crisis accommodation and case management support to homeless and disadvantaged people who have complex needs, mental health and substance misuse issues.

We accommodate 25 men, women and transgender clients and operate on a harm minimisation basis by assessing and supporting individuals with various levels of intoxication onsite.

## RAPID RESPONSE PROGRAM & SYDNEY HOMELESSNESS EARLY INTERVENTION SERVICE

These programs provide support to homeless people to find housing, and to also provide support for those who are housed but require assistance to maintain their tenancy.

Phone: (02) 9698 0555

The Haymarket Foundation  
137-139 Regent St.  
Chippendale, NSW 2008  
[www.haymarket.org.au](http://www.haymarket.org.au)  
[reception.thc@haymarket.org.au](mailto:reception.thc@haymarket.org.au)



## WESLEY MISSION

Wesley Mission provides supportive services related to obtaining and sustaining housing with linkages to emergency accommodation, medium term supported accommodation etc. We can provide advice, assessment and referral to a range of accommodation and other relevant services.

More than 600 people are cared for every day through safe and secure, short to medium-term accommodation and support services to individuals, families, elderly and young people.

Ph: (02) 9263 5464

Wesley Church  
Street: 220 Pitt St,  
Sydney NSW 2000  
Email: [christianlife@wesleymission.org.au](mailto:christianlife@wesleymission.org.au)  
[www.wesleymission.org.au](http://www.wesleymission.org.au)



## ST GEORGE COMMUNITY HOUSING

SGCH is a community housing provider of safe, secure and affordable housing for people on very low to moderate incomes in the Sydney metropolitan area. We provide Social and Supported Housing (tenants are linked with appropriate support to help maintain their tenancy) and Affordable Housing (for those on a moderate income).

In addition, we provide a range of initiatives to improve the lives of tenants such as training, education, employment and community engagement opportunities; Our Sustainable Tenancies team have a focus on identifying vulnerabilities in tenants and applicants, with the aim of linking to appropriate support in order to sustain tenancies. We provide specialist advice on Housing Pathways and a range of housing options for applicants.

Phone: (02) 9585 1499

office@sgch.com.au [www.sgch.com.au](http://www.sgch.com.au)  
Level 5, 38 Humphrey's Lane Hurstville, NSW 2220



## BRIDGE HOUSING

Our mission is to build sustainable communities through the provision of affordable housing for low-to-moderate income earners.

Bridge Housing owns and manages over 1650 dwellings assisting 2,800 residents across 18 local government areas in Sydney. We work in partnership with a wide range of support, corporate and fee-for-service partners to develop, find, maintain and manage homes for tenants and to support them in their lives.

We have a strong commitment to providing housing to some of the most vulnerable people in society, including those who are homeless. We have operated a range of innovative homeless projects in partnership with support services to sustain tenancies and assist tenants to reconnect with the family and community.

Phone: (02) 9699 6055  
s.collinge@bridgehousing.org.au  
[www.bridgehousing.org.au](http://www.bridgehousing.org.au)



## COMMON GROUND PROJECT

Common Ground Camperdown provides housing for long term homeless people.

Homes & on-site support services to help people achieve health and stability. 104 units with a range of accommodation options.

Phone: (02) 9509 7200

31 Pyrmont Bridge Rd. Camperdown NSW 2050  
[www.missionaustralia.com.au](http://www.missionaustralia.com.au)



## SYDNEY HOMELESS EARLY INTERVENTION SERVICE (SHEIS) 1800 272 877

Sydney Homeless Early Intervention Service (SHEIS) provides full case management services to young people, men, women and families where tenancies or housing are at risk and to prevent homelessness.

Phone: 1800 272 877 (free call)

Monday - Friday, 8.00am - 4.00pm,  
 Marrickville, NSW 2204

**MISSION**  
**AUSTRALIA** | together  
 we stand

# YOU

## HAVE A RIGHT TO:

- education
- social security
- an adequate standard of living
- access to appropriate health services
- be treated with dignity and respect
- feel safe and free from violence
- participate in decisions affecting you
- be protected from cruel and degrading treatment

## KNOW YOUR RIGHTS

## AUSTRALIAN HUMAN RIGHTS COMMISSION

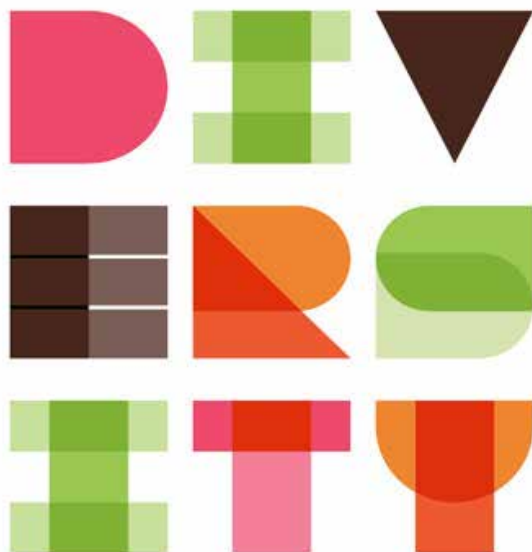
The Australian Human Rights Commission can consider complaints about: discrimination because of a person's race, sex, gender identity, intersex status, sexual orientation, pregnancy, marital status, age or disability as well as sexual harassment in specific areas of public life, such as, employment, education, providing you with goods and services and accommodation; racial hatred that takes place in public; discrimination in employment because of a person's criminal record, trade union activity, religion, political opinion or social origin; or breaches of human rights by the Commonwealth of Australia.

Phone: 1300 656 419

Level 3, 175 Pitt St  
Sydney NSW 2000



[infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)  
[www.humanrights.gov.au](http://www.humanrights.gov.au)



## DIVERSITY MAKES A DIFFERENCE

Valuing and respecting people's differences is in everyone's interest.  
Everybody has a right to a workplace free from discrimination.  
Contact us to find out more.



**Anti-Discrimination Board of NSW**

Working together to prevent discrimination

Phone 02 9268 5544 Toll free 1800 670 812  
[antidiscrimination.lawlink.nsw.gov.au](http://antidiscrimination.lawlink.nsw.gov.au)

## ANTI-DISCRIMINATION BOARD

The Anti-Discrimination Board of NSW provides free and confidential advice about discrimination, bullying and harassment. In NSW it is against the law to discriminate against you (treat you unfairly) because of your: age, disability, homosexuality, marital or domestic status, race, responsibilities as a carer, sex (including breast feeding and pregnancy) and transgender status. It is also unlawful for someone to sexually harass you.

This law applies in these situations:  
when you apply for a job, at work, when you rent a house or flat, at a government school, college or university, when you are using services like shops, banks, hospitals, hotels, pubs, clubs, entertainment venues and sporting facilities.

Freecall 1800 670 812 (outside of Sydney)  
if you need an interpreter call 131 450 first  
Phone: 9268 5544  
[antidiscrimination.justice.nsw.gov.au](http://antidiscrimination.justice.nsw.gov.au)

[adbcontact@agd.nsw.gov.au](mailto:adbcontact@agd.nsw.gov.au) [www.tty92685522](http://www.tty92685522)  
175 Castlereagh St  
Sydney, NSW 2000



## REDFERN LEGAL CENTRE

Redfern Legal Centre (RLC) is an independent, non-profit community centre dedicated to promoting social justice and human rights.

We offer free legal advice, referral and casework to disadvantaged people living in the City of Sydney, Botany Bay and Leichhardt local government areas.

We also provide community legal education and advocate for the reform of inequalities in laws, the legal system, administrative practices and society as a whole.

Our specialist areas of work are domestic violence, tenancy, credit and debt, employment, discrimination, and complaints about police and other government agencies.

Phone 02 9698 7277

73 Pitt St Redfern, NSW 2016

info@rlc.org.au  
www.rlc.org.au



## WELFARE RIGHTS CENTRE

The Welfare Rights Centre is a community legal centre which assists people in NSW with social security and family assistance problems and works to improve the social security system. We provide information and advice about Centrelink decisions, intensive casework assistance, assistance with appeals, referrals, training and policy reform.

Phone: (02) 9211 5300

102/55 Holt Street  
Surry Hills NSW 2010

sydney@welfarerights.org.au  
www.welfarerights.org.au



## NSW REGISTRY OF BIRTHS, DEATHS & MARRIAGES

We provide a range of certificates, products and information services that help establish legal entitlements. The information we record and release concerns significant personal and emotional events in people's lives.

Phone: 13 77 88 [www.bdm.nsw.gov.au](http://www.bdm.nsw.gov.au)



## LOCAL COURTS - DEPARTMENT OF JUSTICE AND ATTORNEY GENERAL

Legal assistance and guidance relating to matters involving local courts, fines and a general first point of referral of legal matters to other specialist agencies.

(02) 9577 4000  
Newtown Local Court,  
222 Australia Street  
Newtown, NSW 2042



Email: [local\\_court\\_newtown@agd.nsw.gov.au](mailto:local_court_newtown@agd.nsw.gov.au)

## FAMILIES AND FRIENDS OF MISSING PERSONS UNIT

DEPT. OF JUSTICE & ATTORNEY GENERAL

FFMPU is a NSW based service that provides counselling support, information, and referral to families and friends of missing persons. (Information and referral can be provided on the day with potential for follow up support regarding missing persons issues, if needed, following the information day).

Phone: 1800 227 772

Lvl 1, 160 Marsden St  
Parramatta, NSW 2150

[ffmpu@agd.nsw.gov.au](mailto:ffmpu@agd.nsw.gov.au)  
[www.lawlink.nsw.gov.au/missingpersons](http://www.lawlink.nsw.gov.au/missingpersons)

# FFMPU



Lawlink  
Attorney General & Justice



## HOMELESS PERSONS' LEGAL SERVICE

Helping people who are homeless or at risk of homelessness.



The Homeless Persons' Legal Service (HPLS) addresses the legal needs of homeless people through a human rights framework. HPLS provides free legal assistance to people who are homeless or at risk of homelessness.

HPLS actively involves homeless people in policy development and advocacy through its consumer advisory committee, StreetCare.

The HPLS Solicitor Advocate, Jeremy Rea, provides a dedicated point of contact for people who are homeless or at risk of homelessness to access legal representation in minor criminal matters.

Phone: (02) 8898 6500

Public Interest Advocacy Centre Ltd  
Level 7, 173-175 Phillip Street  
Sydney, NSW, 2000, Australia  
[www.piac.asn.au](http://www.piac.asn.au)

## HOMELESS OUTREACH PROGRAM

Legal Aid NSW provides free Legal advice and where possible assistance to resolve legal issues. Clients will also be linked with appropriate referral for further assistance. We also provides community legal education and we have a range of community and legal resources available.

Phone: 1300 888 529



[www.legalaid.nsw.gov.au/homelessadvice](http://www.legalaid.nsw.gov.au/homelessadvice)

## NSW OMBUDSMAN'S OFFICE

If you think you have been unfairly treated by a NSW government agency or employee, or by certain non-government service providers (including refuges) you can complain to us. We may not be able to resolve your complaint on the day, but will follow up with you in person later.

Phone: (02) 9286 1000

Level 24, 580 George St  
Sydney NSW 2000

[nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)



## LAWACCESS NSW

LawAccess NSW is a free government telephone service. It is a starting point for dealing with your legal problem. We can help with a range of legal problems or questions. Our Lawyers can give advice in family, civil and criminal law.

Phone: 1300 888 529

Mon-Fri 9am and 5pm,  
[www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)



## VICTIM SERVICES

Confidential support, referral and information  
 24 hour Emergency support and referral

Victims Access Line: 1800 633 063  
 (02) 8688 5511 (Sydney)

Aboriginal & Torres Strait Islander  
 contact line: 1800 019 123

160 Marsden St. Parramatta NSW 2150  
[vcb@agd.nsw.gov.au](mailto:vcb@agd.nsw.gov.au)  
[www.lawlink.nsw.gov.au/vs](http://www.lawlink.nsw.gov.au/vs)



**Victims Services**  
 Attorney General & Justice

## THE AGED-CARE RIGHTS SERVICE

We help you to understand your rights, provide information and help you speak up.

TARS offers free, confidential, independent legal support to aged care recipients.

You can complain if you are unhappy with any of the services provided, such as meals, personal care, etc. You can also complain about the way you are treated by staff or management. In short, you can complain about any aspect of the accommodation and/or care you are receiving.

TARS also provides information sessions by request.

Phone: (02) 9281 3600  
 Country Callers: 1800 424 079

Level 4, 418a Elizabeth St  
 Surry Hills, NSW 2010

[tars@tars.com.au](mailto:tars@tars.com.au)  
[www.tars@tars.com.au](http://www.tars@tars.com.au)



## RAPE & DOMESTIC VIOLENCE SERVICES - 1800 424 017



24/7 telephone and online crisis counselling service for anyone - men and women - who has experienced or is at risk of sexual assault and their non offending supporters.

Counselling services for women who were sexually assaulted in childhood are also available from Women's Health Centres across NSW.

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

## NSW DOMESTIC VIOLENCE LINE 1800 656 463

The state-wide information and referral service for women experiencing domestic violence. It is available 24 hours a day, 7 days a week.

## WOMEN'S LEGAL SERVICES NSW

A community legal centre providing women across NSW with a range of free legal services.

Phone: (02) 8745 6900  
[www.wlsnsw.org.au](http://www.wlsnsw.org.au)



## WOMEN'S & GIRLS' EMERGENCY CENTRE

We provide access to basic necessities such as food, material and social assistance, a safe space, and a place to create community. We also provide case management services to assistance women to access housing, medical, drug and alcohol, mental health, legal and other services.

The women we support are predominantly long term homeless women, who have little family and community support. Many of the women have lived transient lifestyles impacted by issues such as domestic violence; history of sexual assault; mental health; drug and alcohol use, and come from a variety of diverse backgrounds.

Phone: (02) 9319 4088

174 Redfern Street, Redfern NSW 2016  
<http://www.wagec.org.au>

Interpreter - phone translation service: 13 14 50



## NATIONAL SEXUAL ASSAULT, DOMESTIC AND FAMILY VIOLENCE COUNSELLING SERVICE

**1800-RESPECT OR 1800 737 732**

Have you experienced sexual assault or domestic family violence? You're not alone. Counselling, help and support are always available delivered by qualified, experienced professionals 24-hours a day, seven days a week. We also have online counselling and interpreters.

[www.1800respect.org.au](http://www.1800respect.org.au)

## DAISY APP

Daisy is a free app that easily connects you to a wide range of services in your state and local area.

Daisy also lists legal services, housing and finance services and children's services. You can create a list of favourite services for easy reference.

[www.1800respect.org.au/daisy](http://www.1800respect.org.au/daisy)



## YWCA HOMELESS SERVICES

Advice, referral, advocacy, case management and early intervention/prevention support. Also, non accommodation assistance that may include transport, storage etc.

We support vulnerable people across NSW at times in their lives when they need it most, regardless of their age, religion or gender.

We help individuals, families and whole communities develop behaviours and skills to become strong and self-reliant.

Phone: (02) 9285 6286

web: [www.ywcansw.com.au](http://www.ywcansw.com.au)  
email: [info@ywcansw.com.au](mailto:info@ywcansw.com.au)  
5-11 Wentworth Ave  
Sydney NSW 2000,

**YWCA  
NSW**  
*Find your possible*



## WIRRINGA BAIYA ABORIGINAL WOMEN'S LEGAL CENTRE INC.

A state-wide community legal centre for Aboriginal and Torres Strait Islander women, children and youth. Our free service provides confidential legal information, advice and casework on a range of family and civil law matters such as:

- Domestic violence
- Apprehended Violence Orders (AVOs)
- Sexual Assault & Child Sexual Assault
- Victims Compensation
- Discrimination and Sexual Harassment
- Care & Protection Early Intervention
- Family Law
- Complaints against the Police, Correctional Centres, Juvenile Detention Centres and Family and Community Services (previously DOCS)

Phone: 1800 686 587 or (02) 02 9569 3847  
Addison Road Community Centre  
Building 13, 142 Addison Road

wirringa\_baiya@clc.net.au  
www.wirringabaiya.org.au



## LOU'S PLACE

A safe place for women

Lou's Place is a daytime drop-in centre for women in the heart of Kings Cross. A part of the community since 1999, Lou's is a Sydney charity that provides respite and support for women in need. Our mission is to provide a safe and welcoming place for women, meeting them at their point of need and supporting them in rebuilding their lives.

Services include meals, showers, clothing, laundry, medical, legal, crisis referrals, case management and the New Directions program which includes Personal Development, Practical Living skills and Creative Expression activities.

Phone: 9358 4553  
182 Victoria Street  
Kings Cross, NSW 2011

info@lousplace.com.au  
www.lousplace.com.au



## LINKING HEARTS



Canterbury Bankstown Multicultural Family Homelessness Support Service run by The United Muslim Women Association (MWA)

We provide safe and supported crisis and transitional accommodation for families who are homeless or at risk of homelessness due to domestic and family violence. We also assist vulnerable families, including women and men with children.

We provide safe houses for women with or without children who are escaping domestic and family violence, and help them to be rapidly re-housed in private rental or social housing. Once housed, postcrisis follow-up is provided linking with other support services. We ensure responses are accessible to families from culturally and linguistically diverse backgrounds, including women and children escaping domestic violence, single parents with children, couples with children, and refugees.

Phone: (02) 9750 6916

Muslim Women Association  
47 Wangee Rd, Lakemba NSW 2196  
[www.mwa.org.au](http://www.mwa.org.au)

## DETOUR HOUSE



Detour House Inc provides accommodation and care to women and girls in two locations in Sydney's Inner West.

DETOUR HOUSE provides a 3 month rehabilitation program to women who have experienced drug and/or alcohol dependency. The program is 12 Step based and is set in a safe, supportive environment to assist women as they move to independent living.

YOUNG PEOPLE'S REFUGE offers supported accommodation and individual case management to young women aged 13 to 17 who are homeless or at risk of homelessness.

As a gender specific organisation the staff and management of Detour House Inc are dedicated to helping women and girls to reach their potential and improve their individual outcomes.

Phone: 02 9564 3638  
[detourhouse.com.au](http://detourhouse.com.au)

## LINK 2 HOME - 1800 152 152

The new 24/7 State-wide telephone line for people who are homeless or at risk of homelessness to seek accommodation and support.

You may also want to talk about your current living situation and need some direction on where to go, or who to contact for more help, what options you have or just some basic advice.



## YOUNG PEOPLE'S REFUGE (FOR YOUNG WOMEN AND GIRLS)

offers supported accommodation and individual case management to young women aged 13 to 17 who are homeless or at risk of homelessness.

Phone: 02 9564 3638 [detourhouse.com.au](http://detourhouse.com.au)

## Y FOUNDATIONS

Yfoundations is the NSW non-governmental peak organisation for youth homelessness.

Do you need assistance finding crisis or transitional housing? Do you need help finding other support services? Our web site has a directory of links to health and support services, accommodation options and more.

We believe that young people matter and that childhood experiences and family background shouldn't inhibit anyone from achieving their dreams.

Phone: (02) 8306 7900

619 Elizabeth Street, Level 1, Redfern New South Wales 2016

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



## KIDS HELP LINE 1800 55 1800

We care and we listen, any time, for any reason.

Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

A counsellor will answer your call. They will listen and help you work through any worries. You can ask to talk to a male or female. You don't need to tell us your name.

Phone: 1800 55 1800  
www.kidshelp.com.au



## CHILD PROTECTION HELPLINE 13 21 11

Department of Community Services  
(DOCS)

## CHILDWISE 1800 99 10 99

### CHILD WISE NATIONAL CHILD ABUSE PREVENTION HELPLINE

The Child Wise National Child Abuse Helpline is a toll-free number providing access to expert advice from trained counsellors and an opportunity to speak up about child abuse.

A wide range of people affected by child abuse contact the Helpline, including victims, parents, relatives, teachers, friends, professionals, carers and many others. Many of the callers require information on the indicators of child abuse and what to do, information about issues related to normal child development and assistance on how to talk to children about personal safety.

Phone: 1800 99 10 99  
Email: [helpline@childwise.org.au](mailto:helpline@childwise.org.au)





## LAUNCHPAD YOUTH COMMUNITY

(formerly Erskineville Youth Housing Inc.)

Launchpad support young people aged 16-24 years with a range of services including; accessing or keeping your housing, finances, things at home, things at school, advice & information about education/employment, and coaching you towards achieving your personal goals and aspirations.

You may want to talk about your current situation, whether you need some direction on where to go, who to contact for more help, what options are available to you, or just to get some general advice. After you contact us we aim to see you within 7 days.

Call: (02) 9557 2810

8-10, 654-670 King St. Erskineville, NSW, 2043  
email: [admin@launchpadyouth.org.au](mailto:admin@launchpadyouth.org.au)  
[www.launchpadyouth.org.au](http://www.launchpadyouth.org.au)



## REACH OUT



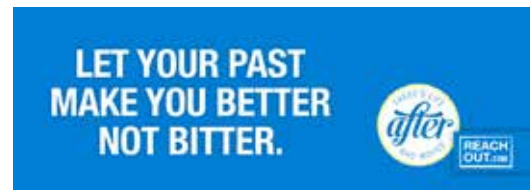
ReachOut.com is where you can get the help you need, when and where you need it.

You can access ReachOut.com 24/7, and talk to other young people or read factsheets and stories on anything from everyday issues through to really tough times.

If you don't need immediate help, but would like to talk to someone about the things going on in your life, head over to the ReachOut.com forums on our web site <http://forums.reachout.com/>

<http://au.reachout.com>

If you need urgent help right now, you should contact these guys:  
Lifeline 13 11 14 or Kids Helpline 1800 55 1800.



## OASIS YOUTH SUPPORT - SALVOS

The Oasis Youth Support Network is The Salvation Army's response to youth homelessness in Sydney. The network offers over 20 programs to homeless young people aged 16 - 24, and gives disadvantaged young people hope, help and opportunities to turn their lives around. Programs include crisis and transitional accommodation, case management, counselling, education, workplace training, outreach services, young parents group, fitness programs, driver training, employment, drop-in service, chaplaincy support and more.

Oasis aims to connect with young people affected by homelessness and provide them with the support and opportunities needed to move from the street to independent living and employment.

Phone: (02) 9331 2266  
365 Crown Street,  
Surry Hills, NSW 2010

[oasisysn@aue.salvationarmy.org](mailto:oasisysn@aue.salvationarmy.org)  
[www.salvos.org.au/oasis](http://www.salvos.org.au/oasis)



## CARETAKERS COTTAGE

Bondi Youth Refuge

Caretakers Cottage operates a crisis refuge for young people between 13 and 17 years old.

A safe place to stay for up to 3 months. We also help our residents plan what to do next whether that is to return home, move on to longer-term accommodation or move out independently, and after-care outreach, to help our former residents stay on track once they have moved on.

Phone: (02) 9389 0999

Mobile: 0424 667 037

Email: [info@caretakers.org.au](mailto:info@caretakers.org.au)



## CREATE FOUNDATION 1800 655 105



CREATE Foundation is the peak body representing the voices of all children and young people in out-of-home and foster care.

Creating a better life for children and young people in care. Connecting children and young people to each other, CREATE and their Community. Empowering children and young people to build self-confidence, self-esteem, and skills that enable them to have a voice and be heard.

[create.org.au](http://create.org.au)

## LEGAL AID YOUTH HOTLINE 1800 10 18 10

The Hotline provides legal advice and information to young people under 18, and operates 9am to midnight weekdays, with a 24-hour service from Friday 9am to Sunday midnight and also on public holidays.

[www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

## LAWSTUFF

Lawstuff provides legal information to children and young people in Australia.

Lawmail is a FREE legal service for Australian children and young people (& their advocates), providing legal information, advice and referrals by email.

The National Children's and Youth Law Centre is an independent, non-profit organisation working for and in support of children and young people, their rights and access to justice.

Phone: 9385 9588 or 9385 9588

Law Building, First Floor Uni NSW 2052  
Website: [www.ncylc.org.au](http://www.ncylc.org.au)



## CANTERBURY BANKSTOWN YOUTH HOMELESSNESS SERVICE

CBYS offers accommodation and support services to help homeless youth in a range of categories such as homelessness, mental health, family breakdown, education, employment and substance abuse.

The service provides 24/7 crisis refuge and support for young people aged 16 to 25 from three to six months across five facilities.

Phone: (02) 9503 6001

Suite 4/59 Evaline Street, Campsie, NSW 2194

**MISSION**  
**AUSTRALIA** | together  
we stand

## Father Chris Riley's YOUTH OFF THE STREETS 1800 06 22 88

A non-denominational community organisation working for young people aged 12-25 who are facing challenges of homelessness, drug and alcohol dependency, exclusion from school, neglect and abuse. We support these young people as they work to turn their lives around and overcome immense personal traumas such as neglect and physical, psychological and emotional abuse.

Our 35 services include crisis accommodation, alcohol and other drug services, counselling, accredited high schools, outreach, residential programs and a mentoring program. Volunteers support us every step of the way.

Phone: 1800 06 22 88 or (02) 9330 3500

133 O'Riordan Street, Mascot NSW 2020  
[www.youthoffthestreets.com.au](http://www.youthoffthestreets.com.au)



## CRISIS ACCOMMODATION CENTRES FOR UNDER 18'S

### SYDNEY:

Oasis Youth Support Network (16 - 20)

9331 2266

Caretakers Cottage (13 to 17)

9389 0999

Jewish House Crisis Centre (16+)

9386 0770

Parrahouse Youth Crisis Refuge (16 to 17)

9633 5429

Young People's Refuge (Detour House) (13 to 17)

9564 3638

### NORTH SYDNEY:

Taldumande Youth Services (15 to 18)

9460 3777

### SOUTHERN SYDNEY:

Project Youth – Penny's (16 to 24)

9580 0970

The Bridge Youth Service (15 to 17)

9521 6182

### WESTERN SYDNEY

Canterbury Bankstown Youth Service (16 to 21)

9503 6001

Don Bosco House (15 to 18)

9564 2263

Liverpool Youth Refuge (12 to 17)

9824 0192

Nick Kearns House (14 to 17)

9709 3520

Platform Youth Services Penrith (15 to 18)

47 600 800

## eHEADSPACE 1800 650 890

eheadspace provides online and telephone support and counselling to young people 12 - 25 and their families and friends. If you're going through a tough time, eheadspace can help.

If you're worried about your mental health, eheadspace can help you deal with a broad range of issues like bullying, drug and alcohol issues, depression and anxiety, relationships, concerns about a friend, fitting in and isolation.

If you would like to speak to someone in person visit [headspace.org.au](http://headspace.org.au) to find your nearest headspace centre.

Phone: 1800 650 890



## MINUS 18

Australia's largest youth led organisation for being gay, lesbian, bisexual and trans youth.

Minus18 provide mental health and peer mentoring support to thousands of same sex attracted and gender diverse young people from all over Australia. Our youth workers and peer mentors are ready to go if you need someone to talk to.

Minus18 aims to improve the health and wellbeing of, and provide a safe environment for, same-sex attracted and gender diverse young people in Australia, seeking to empower them to feel comfortable and confident in their sense of identity and assisting them to grow as happy, healthy individuals well into the future.

[www.minus18.org.au](http://www.minus18.org.au)



## Q LIFE 1800 184 527

TELEPHONE SUPPORT & WEB CHAT

QLife is a counselling and referral service for people who are lesbian, gay, bisexual, trans, and/or intersex (LGBTI). QLife provides nation-wide, early intervention, peer supported telephone and web based services to people of all ages across the full breadth of people's bodies, genders, relationships, sexualities, and lived experiences.

Freecall: 1800 184 527  
5:30-10pm daily. All lines on Monday nights are staffed by women.

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



## TWENTY10 + GLCS GAY & LESBIAN COUNSELLING SERVICE OF NSW

Twenty10 is a community-based, state-wide organisation, working with and supporting people of diverse genders, sexes and sexualities, their families and communities. We provide a wide range of support services across New South Wales for people of all ages, including specialised services for young people. This includes drop-in availability, accommodation, phone support, counselling, case management, referrals and family support services.

Twenty10 now incorporates the Gay and Lesbian Counselling Service of NSW (GLCS).  
[info@twenty10.org.au](mailto:info@twenty10.org.au)

Level 1, 45 Chippen Street, Chippendale  
Metro Support: 02 8594 9555

Rural freecall: 1800 65 2010  
Metro Support: 02 8594 9555



## ACON - 1800 063 060

Acon is a health promotion organisation based in the gay, lesbian, bisexual and transgender communities with a central focus on HIV/AIDS. We provide HIV prevention, health promotion, advocacy, care and support services to members of those communities including Indigenous people, injecting drug users, sex workers and all people living with HIV/AIDS.

ACON has offices in Sydney, Western Sydney, Illawarra, Northern Rivers, Hunter and Mid North Coast with an extensive range of outreach services

Phone: (02) 9206 2000  
or freecall: 1800 063 060 [acon@acon.org.au](mailto:acon@acon.org.au)

414 Elizabeth St.  
Surry Hills, NSW 2010  
[www.acon.org.au](http://www.acon.org.au)  
[acon@acon.org.au](mailto:acon@acon.org.au)



## GENDER CENTRE

The Gender Centre is committed to developing and providing services with and for gender diverse people.

This service targets transgender persons aged 25 years and over at any stage of transition who are homeless or at imminent risk of homelessness. It provides the transgender community with supported accommodation, and aims to re-house people rapidly. Once housed, post-crisis support is provided through wrap-around support packages to maintain stable housing.

Phone: (02) 9569 2366  
7days 5.30 - 10.30 pm

41-43 Parramatta Rd Annandale N.S.W.  
[www.gendercentre.org.au](http://www.gendercentre.org.au)  
[reception@gendercentre.org.au](mailto:reception@gendercentre.org.au)





## AGMC - AUSTRALIAN GLBTIQ MULTICULTURAL COUNCIL INC.

The AGMC Inc is a peak body for individuals/groups from a Gay, Lesbian, Bisexual, Transgender, Intersex and Queer multicultural background.

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



## TRIKONE

is a Sydney-based community organisation that provides social support and a safe, nurturing environment for gay, lesbian, bisexual, transgendered, intersex and queer (GLBTIQ) people of South Asian origin living in Australia.

We regularly organise events, host meet-ups and plan social outings to encourage networking within the group, as well as showcase South Asian talent to help nurture pride and confidence.

<http://trikone.org.au/>



## BLACK RAINBOW LIVING WELL FOUNDATION

The Black Rainbow Living Well Foundation for Aboriginal & Torres Strait Islander LGBTIQ Suicide Prevention.

Black Rainbow aim to be Australia's Indigenous suicide prevention and mental health support source for Indigenous LGBTI people.

We strive for social justice, inclusion and respect for the many strong Aboriginal and Torres Strait Islander lesbian, gay, bisexual, sister girl (transgender) and queer people.

<http://startsomegood.com/blackrainbow>





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NOT WHO YOU ARE**

[www.sydneyhomelessconnect.com](http://www.sydneyhomelessconnect.com)