



# 2018 SYDNEY HOMELESS CONNECT

Tuesday 3rd July

Sydney Homeless Connect provides an annual winter event at Sydney Town Hall where our open-door policy allows people who are homeless or at risk of homelessness to connect with service providers and care to help them move forward.

It's a place where guests can not only connect with services such as crisis care, financial and legal advice, employment information and housing assistance, but one where they receive dental and medical attention, a haircut, a massage and a hot meal.

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

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



# 2018

## HOMELESS SERVICES GUIDE BOOK



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



## SYDNEY HOMELESS CONNECT VOLUNTEER LEGENDS

Each year an army of volunteer hairdressers keep our guests looking extra smart! You're legends!

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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.

## CRISIS NUMBERS

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

**000**

**Link2Home 1800 152 152**

**Police 131 444**

**Lifeline 13 11 14**

**Kids & Youth Helpline 1800 55 1800**

**Sexual Assault & Domestic  
Violence counselling service 1800 RESPECT  
(1800 737 732)**

**NSW Domestic Violence line 1800 65 64 63**

**Missionbeat 1800 306 461**

**Beyond Blue 1300 22 4636**

**Wesley Mission 9263 5464**

**NSW Mental Health Line 1800 011 511**

## LINK2HOME - 1800 152 152 HOMELESSNESS INFORMATION LINE

A statewide telephone service providing information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness.

Link2home also provides information about homelessness services across New South Wales for specialist homelessness service providers and homelessness advocates acting on behalf of clients.

Phone: 1800 152 152

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

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

[link2home@facs.nsw.gov.au](mailto:link2home@facs.nsw.gov.au)

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



**1800 152 152**

## 1800-RESPECT OR 1800 737 732

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

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 to anyone, regardless of their circumstances. We also have online counselling and interpreters in several languages.

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

## NSW RAPE CRISIS 1800 424 017

24/7 telephone and online crisis counselling service for people of any gender and in any circumstances who have experienced or are at risk of sexual assault. We also offer our services to non-offending supporters.

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



## NSW DOMESTIC VIOLENCE LINE (FACS) 1800 65 64 63

The Domestic Violence Line is a NSW telephone crisis counselling and referral service for women and persons who identify as female.

The Domestic Violence Line can help you:

- Talk to the police and get legal help
- Get hospital care and family support services
- Obtain an apprehended violence order (avo)
- Develop a safety plan for you and your children
- Find emergency accommodation for you and your children

[www.facs.nsw.gov.au/domestic-violence/helpline](http://www.facs.nsw.gov.au/domestic-violence/helpline)

## LIFELINE - 13 11 14

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. Call us on our hotline for immediate support and counselling at any time, or go to our website to find out how these services can help you, a friend or loved one.

## MISSIONBEAT OUTREACH **MISSION AUSTRALIA** 1800 306 461

Missionbeat is an outreach and transport service for people experiencing homelessness in the Sydney area.

We can provide you with transport to safe accommodation, advice and referrals. We also have our Medibeat service (in partnership with St Vincent's Hospital) that employs a specialist outreach nurse to meet clients at their point of need and deliver practical medical assistance with medication, dressings, and other health issues.

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

## BEYOND BLUE - DEPRESSION & ANXIETY SUPPORT - 1300 22 4636

We all have good and bad days. No matter who you are, or how you're feeling, you can talk it through with us. All calls and chats are one-on-one with a trained mental health professional, and completely confidential. Although we may ask for your first name and some general details, you can let us know if you'd like to remain anonymous.

Call 1300 22 4636  
24 hours, 7 days a week  
Or chat online:  
[www.beyondblue.org.au](http://www.beyondblue.org.au)



## SUICIDE CALL BACK SERVICE 1300 659 467

The Suicide Call Back Service provides immediate telephone counselling and support in a crisis. Your call will be answered by a counsellor. It's free, 24 hours and can be via telephone, video or online. We can provide up to six free telephone counselling sessions with the same counsellor scheduled at times to suit you.

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



## MENS LINE AUSTRALIA 1300 78 99 78

Online support, information and referral service for men with family and relationship concerns regardless of their current situation.

Our qualified counsellors specialise in family and relationship issues, including relationship breakdown, separation and divorce, parenting, family violence, suicide prevention and emotional well-being. Men who are afraid to leave a violent relationship because they have nowhere to go or are concerned about other family members can contact the Mensline 24 hours a day 7 days a week. They'll help you with advice and information about your options.

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



## SYDNEY HOMELESS EARLY INTERVENTION SERVICE

(SHEIS)

1800 272 877



Family &  
Community  
Services

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.

The service uses an Early Intervention model.

The office is located Marrickville and operates across the City of Sydney, Marrickville, Leichhardt, Canada Bay, Ashfield, Burwood, Strathfield and Canterbury Local Government Areas.

SHEIS is funded by the Department of Family and Community Services (FACS).

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

[sd.missionaustralia.com.au/397-sydney-homeless-early-intervention-service-sheis](http://sd.missionaustralia.com.au/397-sydney-homeless-early-intervention-service-sheis)

## ANGLICARE EMERGENCY RELIEF

We provide support for people in need through a range of services at locations throughout the Greater Sydney area. These include help with food and bills, counselling, mental health support and low-cost clothing at Anglicare Shops.

Our mobile vans filled with pantry staples or fresh food regularly visit many suburbs to provide food at very low cost. All you need to do is bring along your Pension, Health Care or Immigration Card. In exchange for a small contribution - \$10 or groceries and/or \$2 for fresh food – you can then fill a bag with items of your choice.

Call your nearest office for information on what's available.

Bondi Junction  
9798 1400

Mt Druitt  
8805 0900

Campbelltown  
4621 6666

Parramatta  
8805 0900

Liverpool  
9821 1014

Summer Hill  
9798 1400



## THE HAYMARKET CENTRE CRISIS ACCOMMODATION: (02) 9698 0555

The Haymarket Centre provides crisis support for men, women and transgender people experiencing homelessness who have a range of complex issues including; intoxication, addictions, mental illness and or challenging behaviours, HIV/AIDS, and housing insecurity.

We can help you with crisis accommodation, transition to sustainable tenancies, pathways for recovery, case management, counselling, drug and alcohol counselling and living skills.

General enquiries: (02) 9331 1969  
www.haymarket.org.au  
reception.thc@haymarket.org.au

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



## JEWISH HOUSE - 1300 544 357

We welcome people of all religions and cultures without bias or judgement. Services are provided to individuals and families dealing with such issues as homelessness, depression, suicide ideation, alcoholism, gambling and drug addiction, domestic violence, mental illness, unemployment, family disputes and other crises.

Jewish House provides immediate crisis intervention, a 24/7 crisis call line, safe housing, counselling, psychiatry and psychology services, pastoral care and job search support. We are the only service of this kind that understands that in some cases pets are integral to the process, and we can accommodate them accordingly.

**24/7 CRISIS LINE : 1300 544 357** - drug and alcohol abuse, financial distress, suicidal preoccupation, domestic violence and homelessness.

**CRISIS ACCOMMODATION** - for those seeking refuge from violent relationships, homelessness or any other circumstances that place them in a situation where they are without a home.

**COUNSELLING SERVICES** - psychological and psychiatric assistance (bulk billed)

Phone: 02 9386 0770  
reception@jewishhouse.org.au  
7 Flood St. Bondi NSW 2026  
www.jewishhouse.org.au





## SALVOS STREETLEVEL MISSION

### 1300 371 288

Sydney Streetlevel Mission is a place of hope, healing and restoration for ANYONE and EVERYONE . We provide 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.

#### SAL - SALVATION ARMY'S ASSISTANCE LINE

If you find yourself in a financial crisis and require financial or material assistance please contact  
1300 371 288 Mon-Fri 9-5pm

After assessment, you may be offered access to our FOODMARKET - providing cashless, low cost food. Foodmarket is open Wednesdays 9.30am - 12noon

#### SURRY HILLS

Derby Lane (off Albion St). Rear of 339 Crown Street  
Monday - Friday 9.30am - 3.30pm  
Ph (02) 9380 2776

#### WATERLOO

Cnr Phillip & Cope Street  
Mon / Tues / Wed 9.30am - 2pm  
Ph (02) 9698 3586

[www.salvos.org.au/sydneystreetlevel](http://www.salvos.org.au/sydneystreetlevel)



## WESLEY MISSION EMERGENCY SUPPORT 1300 818 270

The purpose of Wesley Mission's emergency relief program is to help people address immediate basic needs in times of financial crisis.

A safety net for people experiencing financial distress or hardship and who have limited means or resources to help them alleviate their financial crisis.

This support may include, but is not limited to, assistance to address immediate basic needs in times of financial crisis in the form of material or financial aid (eg food parcels, clothes, bedding, household items, vouchers for supermarket utilities or petrol).

If you are experiencing financial hardship, are worried about losing your home, or you know someone at risk of homelessness, you can get help straight away by calling 1300 818 270  
[emergencyrelief@wesleymission.org.au](mailto:emergencyrelief@wesleymission.org.au)  
[www.wesleymission.org.au](http://www.wesleymission.org.au)





## BREAK THE CYCLE (02) 9829 8898

We connect community members with our services, referring on as required to other relevant agencies. We focus on empowering sustainable life choices and communities.

COMMUNITY CHAPLAINCY  
LIFESKILLS COURSES  
PERSONAL & FAMILY COUNSELLING  
FINANCIAL COUNSELLING (Thursdays)  
MEN'S SHED - 0430 436 739  
GARDEN GROUP (Tues 9-12pm)  
CAFE (Mon 10-12pm, Tues & Weds 10-12.30pm)  
COMMUNITY PANTRY (Tues, Wed, Thurs, 9.30-2pm)  
EMERGENCY RELIEF  
WORK DEVELOPMENT ORDERS  
ABILITY LINKS  
ALCOHOLICS ANONYMOUS

Break the Cycle aims to Empower sustainable life choices & communities, through education and support.

32 Edgar St,  
Macquarie Fields, NSW 2564  
Mon - Thurs 9 - 4pm  
[info@btc.org.au](mailto:info@btc.org.au)  
[www.btc.org.au](http://www.btc.org.au)



## COMMUNITY NORTHERN BEACHES (02) 9977 1066

Based in Manly, we support anyone experiencing, or at risk of homelessness by providing access to a number of services, including: Information and referral, 'Drop in' café in Manly with free tea and coffee, and fresh food, welfare, material aid, advocacy, legal and tenancy advice, centrelink outreach, counselling, computers with internet access, mobile phone charging, mail address, locker storage.

Our CAFE BAR is filled with freshly baked pastries and bread daily. Pop in for some hot tea/coffee and grab a pastry or two; our Cafe Bar is a great social hub and is part of our 'open door' policy.

If you are experiencing homelessness or have seen anyone sleeping rough please contact us.

10am-3pm Monday to Friday  
12 Wentworth St.,  
Manly NSW 2095  
[info@cnb.org.au](mailto:info@cnb.org.au)  
[www.cnb.org.au](http://www.cnb.org.au)



## EXODUS FOUNDATION (02) 8752 4600

We provide food, primary healthcare and crisis support as well as a range of counselling, outreach and lifestyle activities that seek to empower our guests.

- **DROP IN CENTRE IN ASHFIELD**  
provides meals, legal services, case work, dental care, showers and clothes, medical attention and arts and other activities to our friends experiencing homelessness without judgement.
- **LOAVES N FISHES FREE RESTAURANT**  
180 Liverpool Road Ashfield  
Breaky 9 - 9.45am; Lunch 11:30-12:45pm;  
Dinner 7:30 - 8:30pm (7 days/week)
- **NIGHT VAN**  
Hot meals, clothes and blankets - 7:30pm-8:30pm  
Yurong Parkway, Woolloomooloo,  
(near St Mary's Cathedral)

[info@exodusfoundation.org.au](mailto:info@exodusfoundation.org.au)  
[www.exodusfoundation.org.au](http://www.exodusfoundation.org.au)

Rev. bill  
crews



## HOPE STREET (02) 9358 2388

**STREET OUTREACH:** Our van, our team provides free meals, tea and coffee, cold drinks, clothing, blankets, referral and advocacy services – call to find out locations and times.

### COMMUNITY SPACE:

We provide a range of community services to our marginalised inner-city residents experiencing homelessness or at risk of homelessness.

### SUPPORTED ACCOMMODATION:

For women and children who are escaping domestic violence and seeking to rebuild their lives.

**HOUSING FOR SENIORS:** Assistance in obtaining appropriate, sustainable and affordable housing, linking people to care service providers, and keeping them connected with their local community, to prevent isolation.

**FOOD SUPPORT:** Sit down meals at HopeStreet and crisis food packs are available to individuals and families who lack the basic items to make a meal.

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



# HOPESTREET

## DROP IN CENTRES

## LOU'S PLACE (02) 9358 4553

### A SAFE PLACE FOR WOMEN

The only daytime refuge for women in Sydney.

We're a unique, community-based refuge for women in crisis, homeless, feeling isolated or needing support.

Women can come to our terrace house in Kings Cross to rest, eat, shower, wash clothes and enjoy some company. Lou's Place is warm, friendly and supportive; a place where women can feel safe and relax.

We offer a range of activities and programs to build confidence, develop life skills and to have fun. Our services include crisis intervention, case management, referrals and legal advice.

182 Victoria St. Kings Cross  
Mon - Wed 9:30 – 4pm  
Thursday 11:00 – 4pm  
Friday 9:30 – 4pm

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



## MATTHEW TALBOT HOSTEL (02) 9358 8102

### FOR MEN OVER 21

The Matthew Talbot Hostel provides accommodation and specialised support to people who are homeless or at risk of homelessness.

The service aims to provide immediate support and accommodation for people at the time of crisis as well as facilitate access to other essential services and more permanent housing. These services range from provision of nutritional meals, clothing, showers and basic medical to intensive case management, legal and housing support, specialised health care, advocacy and providing a safe, welcoming environment for people who are sleeping rough and have experienced trauma.

The hostel employs a multi-disciplinary team, allowing for a coordinated and client centred approach to care and support.

22 Talbot Place, Woolloomooloo.

The hostel is open 24 hours.

Tel: (02) 9358 8102.

[www.vinnies.org.au/page/Find\\_Help/NSW/Housing/Matthew\\_Talbot\\_Hostel](http://www.vinnies.org.au/page/Find_Help/NSW/Housing/Matthew_Talbot_Hostel)

## NEWTOWN NEIGHBOURHOOD CENTRE (02) 9564 7333

We provide info, referral and advice on accommodation, emergency aid, meal and food services, legal support, domestic violence, mental health services and aged care. We have computers, phones and wifi available.

### LOW COST ACCOMMODATION LIST:

Rental properties in the Inner West that are \$250 or less per week, the list is updated every Wednesday.

**ONE STOP SHOP:** All members of the community can receive face-to-face assistance at the weekly One-Stop Shop, a hub of essential services including Centrelink and Housing NSW. LUNCH is also provided free of charge.

### FREE COUNSELLING:

We offer a free generalist counselling service during the following times for all members of the Inner West community: Mon 10 - 2.30, Tues 1 - 3, Wed 10 - 12.

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

1 Bedford Street Newtown, NSW 2042  
[www.newtowncentre.org](http://www.newtowncentre.org)



## NORTHERN SYDNEY DROP IN CENTRES:

### CROWS NEST CENTRE - 9439 5122

Provides a free meal, a shower and a towel for people who are homeless.

### CHURCH BY THE BRIDGE - 8920 9817

Provides a free community lunch on the first Sunday of the month at 12pm.

### DELVENA WOMEN'S REFUGE - 9428 4929

Crisis accommodation and support for women and children escaping domestic violence.

### PHOENIX HOUSE - 9437 0077

Housing options advice, programs and counselling for vulnerable young people and their families.

### The Kirribilli Centre - 9922 4428

Weekly community lunch for disadvantaged and socially isolated members of our community. Numbers are limited. Bookings essential.

### HARE KRISHNA FOOD FOR LIFE

180 Falcon Street, North Sydney  
Free, nutritious, vegetarian evening meal daily 6-8pm

## ORANA HUB COASTAL (02) 9521 8280

We assist all members of the local community with information and referral services, specifically supporting those who are financially disadvantaged and socially isolated.

Orana Coastal offer a range of services including community capacity building, community development, low-cost food pantry, holistic counselling, free financial counselling services, computer access and emergency relief.

- Low-cost food pantry
- Holistic counselling
- Free financial counselling
- Computer (9.30Am-4pm)
- Emergency relief
- Adult learning
- Women's health

### HUB CENTRAL

3a Stapleton Ave Sutherland NSW 2232  
welcome@oranainc.org  
www.oranainc.org



## OASIS YOUTH SUPPORT DROP-IN CENTRE (02) 9331 2266

The Drop-In Centre provides a safe place for young people to hang out, have breakfast with their friends, shower, do their laundry, use the computer to do work, listen to music or reconnect with family and friends. It caters to people aged between 16- 25 years old who are having difficulty attaining and sustaining adequate and secure accommodation.

It further provides assistance to clients suffering from a range of trauma, alcohol, drug and mental health concerns.

Monday – Friday 8.30am -10.30am.  
365 Crown Street Surry Hills NSW 2010  
oasisysn@aue.salvationarmy.org  
www.salvos.org.au/oasis



**Oasis**  
youth support network

## PLANET X YOUTH CENTRE (02) 9959 5537



Planet X is a drop in youth space in St. Leonards Park, North Sydney for young people 12-18. We do a lot of cool and fun stuff and have a range of activities, programs and equipment. Check us out.

Drop in & hang out, skate & sports gear, FREE BBQs & toasties, relationships & sexual health stuff, pool table & table tennis, computers, PS4, XBox, Wi, internet, Wifi, arts & crafts and help with life stuff.

We're open Tues - Fri 12pm-6pm and Sat 1pm-5pm.  
We're in St. Leonard's Park, North Sydney.  
On the side closest to Miller and Falcon St.

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



## THE STATION (02) 9299 2252

A drop-in centre for men and women (over 21) who are experiencing homelessness, unemployment, mental health issues and/or drug and alcohol problems, gambling concerns and those who are chronically homeless and sleeping rough. We have culturally appropriate support for members of Aboriginal & Torres Strait Islander communities.

Meals & recreation, shower, laundry, selfcare, emergency relief food vouchers, mental health support, drug & alcohol support, housing support & outreach services, medical.

### FREE MEALS:

Breakfast 7 days a week from 7:30 - 9 am.  
Hot lunch Monday to Friday from 12:30 - 1pm.  
Saturday & Sunday from 12 - 12:30 pm

### DROP IN:

Mon-Fri 7.30am - 4pm, Sat-Sun 7.30am - 2pm

LAUNDRY: Mon- Friday 7:30am - 12pm

SHOWERS: Mon- Friday 7:30am - 12.30pm

Weekends 7.30 - 10.30am

82 Erskine Street,  
Sydney 2000  
[dropin@thestationltd.org](mailto:dropin@thestationltd.org)  
[www.thestationltd.org](http://www.thestationltd.org)



## WAYSIDE CHAPEL (02) 9581 9100

Loving support for individuals and families. Wayside operates a range of services that place dignity, respect and love at the heart of their approach. Our Community Service Centres are the first point of contact for visitors and provide showers, clothing and emergency food, housing support, drug and alcohol referrals and steps to manage mental health issues.

COMMUNITY SERVICE CENTRE – KINGS CROSS  
29 Hughes Street, Potts Point NSW 2011  
Phone: (02) 9581 9100  
Email: [csckingscross@thewaysidechapel.com](mailto:csckingscross@thewaysidechapel.com)

COMMUNITY SERVICE CENTRE – BONDI  
77 Roscoe Street, Bondi Beach NSW 2026  
Phone: (02) 9581 9100  
Email: [cscbondi@thewaysidechapel.com](mailto:cscbondi@thewaysidechapel.com)

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

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



*The Wayside Chapel*

## WOMEN'S & GIRLS EMERGENCY CENTRE (02) 9319 4088

**CENTRAL SUPPORT:** Our Redfern office provides a personalised service to women and families who are homeless or at risk of homelessness - the first point of interaction for clients. Experienced intake staff and case managers determine which of our services and programs will best meet their housing and support needs.

**CRISIS ACCOMMODATION:** We operate three short term crisis accommodation facilities for women and families - Malachite House (inner city Sydney), Holly Lodge and Jeannie's (inner West).

**SUPPORTED TRANSITIONAL HOUSING:** WAGEC provides 34 transitional properties for families and a large ten-bed transitional property for single women. Our medium term supported accommodation offers women and families the stability of affordable housing before they transition to long term tenancies.

174 Redfern Street, Redfern NSW 2016  
Interpreter phone translation service: 13 14 50  
[www.wagec.org.au](http://www.wagec.org.au)



**DROP IN CENTRES**



## FAMILY & COMMUNITY SERVICES (FACS) DIRECTORY

FACS funds services to help to support people facing or experiencing homelessness in NSW. These services are called specialist homelessness services.



Specialist homelessness services can help women, men, young people, families, Aboriginal people and people from culturally and linguistically diverse backgrounds. They are delivered by non-government organisations across NSW.

[www.facs.nsw.gov.au/housing/help/ways/services](http://www.facs.nsw.gov.au/housing/help/ways/services)

## HSNET - HUMAN SERVICES NETWORK

HSNet is a free website available to anyone looking for a service in NSW. The site is mobile-ready and works on any internet-enabled device including tablets and smartphones, 24 hours a day, 7 days a week.

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



## YFOUNDATIONS DIRECTORY OF HOMELESS SERVICES



- Crisis & Transitional Accommodations
- Mental & General Health, Pregnancy Support
- Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex,
- Disability Support
- Alcohol & Other Drugs,
- Legal Assistance, Money & Budgeting.
- Education & Employment

[www.yfoundations.org.au/need-help/search-for-homelessness-services/](http://www.yfoundations.org.au/need-help/search-for-homelessness-services/)

## #HOMELESSKIDSMATTER APP YOUTH REFUGE DIRECTORY

HomelessKidsMatter is a mobile app listing all homeless shelters for teens in Sydney and NSW. The app also includes child protection agencies, emergency numbers, early intervention services.

[www.caretakers.org.au/web-app](http://www.caretakers.org.au/web-app).



## ASKIZZY

When you're looking for support, Ask Izzy can help you to find the services you need, right now and nearby.

It is free and anonymous, and you can search over 350,000 services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more.

If you're on the Telstra mobile network, you can access Ask Izzy even if you don't have credit.

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



## SHELTER NSW

Need help?

If you need housing assistance, here are the contact details for a range of agencies that may be able to help you. Note: we do not provide emergency accommodation or other housing.

[www.sheltersnsw.org.au/need-help](http://www.sheltersnsw.org.au/need-help)



## MISSION AUSTRALIA COMMUNITY SERVICES DIRECTORY

- Children and Families
- Employment & Training
- Homelessness
- Young People

[www.sd.missionaustralia.com.au](http://www.sd.missionaustralia.com.au)



## ST VINCENT DE PAUL COMMUNITY SERVICES DIRECTORY

- Children and Families
- Community Housing
- Employment & Training
- Homelessness
- Young People

[www.vinnies.org.au/page/Find\\_Help/NSW](http://www.vinnies.org.au/page/Find_Help/NSW)



## WAYAHEAD DIRECTORY: MENTAL HEALTH & SERVICES 1300 794 991

A comprehensive online directory of mental health and associated services including: accommodation education, employment, government assistance, health & information services, legal, leisure, mental disorders, support and treatments.

Mental Health Information Service: 1300 794 991  
Anxiety Disorders Information Service: 1300 794 992

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



## WESLEY MISSION FIND-A-SERVICE

An online directory of services by location: Teenagers and young adults, foster care, mental health and hospitals, disability support, seniors, aged care, home care, housing, accommodation, training, jobs, venues, catering and worship.



[www.wesleymission.org.au/find-a-service](http://www.wesleymission.org.au/find-a-service)

## DAISY APP 1800RESPECT

Daisy is an app developed by 1800RESPECT to connect people experiencing violence or abuse to services in their local area. Daisy can be downloaded for free from iTunes or Google Play. Once the app is on your phone, you can use it to search for support services in your local area.

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



## AODCONNECT APP

AODconnect is a national directory of alcohol and other drug treatment services for Aboriginal and Torres Strait Islander people.

Find a service by state, territory and/or region through an interactive map of Australia; by alphabetical listing or postcode.

[www.indigenousspsychd.org.au/news/aod-connect-national-directory-alcohol-and-drug-services](http://www.indigenousspsychd.org.au/news/aod-connect-national-directory-alcohol-and-drug-services)



## THE BIG ISSUE (02) 8332 7200

The Big Issue magazine is sold by homeless, marginalised and disadvantaged vendors on streets.

There are more than 500 vendors working around the country, with a wide range of experiences leading them to The Big Issue. This includes homelessness, long-term unemployment, intellectual and physical disability, mental illness, drug and alcohol dependency and family breakdown. Every vendor has a different story, but all are looking to improve their lives.

Vendors have the opportunity to earn an immediate income and engage meaningfully with the community. Vendors buy each magazine for \$3.50 and sell it for \$7, keeping the difference. They are not asking for a handout or charity, but are selling a genuine product – which is why we encourage people to always take the magazine they pay for.

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.

125-127 Little Eveleigh St.  
Redfern NSW 2016  
[sydney@bigissue.org.au](mailto:sydney@bigissue.org.au)  
[www.thebigissue.org.au](http://www.thebigissue.org.au)



## AUSTRALIAN UNEMPLOYED WORKERS' UNION (03) 8394 5266

The AUWU is a national volunteer organisation dedicated to protecting the rights and dignity of unemployed workers and pensioners.

Learn about your employment and job seeking rights, safety at work, centrelink, *Jobactive* guidelines, medical exemptions, legal support, complaints, advocacy and who to contact.

Membership is free and open to all!

10am-2pm EST, Monday – Friday

[contact@unemployedworkersunion.com](mailto:contact@unemployedworkersunion.com)  
[www.unemployedworkersunion.com](http://www.unemployedworkersunion.com)



## DRESS FOR SUCCESS SYDNEY 1800 773 456

WE HELP WOMEN IN NEED TO FIND, AND KEEP WORK.

We offer free clothing, styling and presentation skills to women wanting to enter or return to the workforce; or needing good clothes to present themselves well at an important life event.

Many of Dress for Success Sydney clients will have been out of work for a long time. Some may never have had a job, while others may be coming out of prison or detox programs, or be recently arrived refugees.

MARRICKVILLE SHOWROOM:

Monday - Friday 9.30am - 4.30pm

132 Marrickville Rd, Marrickville NSW 2204

Call 1800 773 456 to book an appointment.

[info@dfssydney.org](mailto:info@dfssydney.org)

[sydney.dressforsuccess.org](http://sydney.dressforsuccess.org)



**DRESS FOR SUCCESS®**

*Going Places. Going Strong.*

## DRESS FOR WORK (02) 8709 0200

"NEVER UNDERESTIMATE THE POWER OF A GOOD SUIT.  
Quality men's clothing for interviews.

We help disadvantaged men look great so they have the best chance at getting the job and succeeding in other important appointments. Our clients include men who suffer mental health problems or physical disabilities, long term unemployed, refugees, as well as men who have recently been released from prison.

62 Meredith Street. Bankstown, NSW  
[dressforwork.org.au](http://dressforwork.org.au)

**DRESS** for  
**WORK**

## MTC AUSTRALIA 1300 232 663

At MTC, we provide the support you need to create the life you want to lead. We offer employment services, education & training, youth mentoring and other community programs, personalised to help you stay engaged and connected. We're here to inspire people from all walks of life to discover and achieve their ambitions.

A not-for-profit enterprise, we support and empower at-risk Australian with innovative social impact initiatives like Warakirri College, an independent high school for students who need an alternative to mainstream education.

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



## FITTED FOR WORK (02) 9635 9909

### WE BELIEVE IN WOMEN.

Our mission is to help women experiencing disadvantage get work and keep it. Our unique and free services include - personal outfitting for interview, intensive interview training, mentoring, work experience placements and workplace familiarisation sessions with our corporate and business partners.

#### Key services in our WOMANKIND program:

- Woman To Woman Training
- Personal Outfitting & Interview Service
- Ready For Work Tools
- Mentoring
- Resume Hub
- Workshops

Suites 37 & 38a  
70 Phillip Street,  
Parramatta NSW 2124

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



## MISSION AUSTRALIA EMPLOYMENT SERVICES (02) 9219 2000

At Mission Australia we understand that employment has the potential to change lives and can make a difference to a person's health and wellbeing, financial situation and even impact their social and family life.

#### 1. DISABILITY EMPLOYMENT SERVICES:

For those with a disability, injury or health condition.

#### 2. TRANSITION TO WORK:

for those aged 15-21 to build your skills and confidence and help you into work or education, including apprenticeships or traineeships.

#### 3. PARENTS NEXT:

for parents of children between 6 months and 5 years old, to help re-enter the workforce.

#### 4. INDIGENOUS EMPLOYMENT PROGRAMS:

to ensure Aboriginal and Torres Strait Islander Australians are assisted into jobs as part of a supportive team.

Mission Australia National Office  
HSBC Building, Level 7  
580 George Street Sydney NSW 2000  
(02) 9219 2000

[www.missionaustralia.com.au/what-we-do/  
employment-skills-training](http://www.missionaustralia.com.au/what-we-do/employment-skills-training)

## STEPS EMPLOYMENT

### 0422 194 908 (02) 9415 1301

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.



You will be assigned an Employment Counsellor, who works on a one-on-one basis to address issues relating to both obtaining and /or maintaining employment.

Level 4, 7 Help St. Chatswood NSW 2067  
[www.sydneycounselling.com.au/steps](http://www.sydneycounselling.com.au/steps)

## MATES ON THE MOVE

### 0466 173 022

Mates on the Move also provides a free 14 week accredited training course for ex-prisoners and the opportunity back into the workforce, our aim is to reduce the risk factors associated with recidivism.

Mates on the Move is a social enterprise of NSW Prisoners Aid Association providing a not for profit removals service.



Monday-Friday 8.30-4.30pm  
[info@prisonersaidnsw.org](mailto:info@prisonersaidnsw.org)  
[www.prisonersaidnsw.org](http://www.prisonersaidnsw.org)

## THE SALVATION ARMY

### EMPLOYMENT PLUS - 136 123

Helping thousands of people to secure work every year.

If you are unemployed and need welfare assistance, select Employment Plus when Centrelink asks for your preferred jobactive provider. We will tailor a specific plan for you that will help you to find work quickly.

Whether you're new to the workforce or a mature age worker, we have strong local industry links to connect you to the ideal employer.

- Training and upskilling
- Career counseling
- Resume writing
- Interview skills and tips
- Job search techniques
- Work trials and work experience
- Links to local employers
- Free use of computers, job databases
- WiFi access, phones and photocopiers

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



**Employment**  
**Plus**



## WORK FOCUS AUSTRALIA

### 1300 570 181

OPTIMISING WORK AND LIFE PARTICIPATION FOR  
PEOPLE WITH INJURY, ILLNESS, DISABILITY AND  
DISADVANTAGE

We start by listening to you. Whether you're an employer, or a worker with a physical or mental health issue, we need to know your needs, expectations and capabilities. Then we'll get cracking on tailoring a plan, monitoring the performance, and providing you with results on a regular basis.

We pride ourselves on being flexible and responsive. We recognise that each case is truly different and will tailor our services to respond to your needs.

[sydney@workfocus.com](mailto:sydney@workfocus.com)  
[www.workfocus.com](http://www.workfocus.com)



## SOME OTHER USEFUL CONTACTS:

Department of Employment Customer Service Hotline:  
1800 805 260 (jobactive complaints)

Complaints Resolution and Referral Service:  
1800 880 052 (DES complaints)

National Disability Abuse and Neglect Hotline:  
1800 880 052

National Relay Service (hearing/speech impairment):  
1800 555 660 [hotline@workfocus.com](mailto:hotline@workfocus.com)

Centrelink Participations Line: 1300 306 325

Feedback and Complaints: 1800 132 468  
Sydney Welfare Rights:  
(02) 9211 5300 or 1800 226 028

Commonwealth Ombudsman  
(social security matters): 133 362 072

Fairwork Ombudsman:  
[www.fairwork.gov.au/](http://www.fairwork.gov.au/)

## WESTERN SYDNEY HOMELESS CONNECT 6TH AUGUST 2018

The Western Sydney Homeless Connect (WSHC) event will be held on 6th AUGUST 2017 at Parramatta Town Hall and in the Centenary Square.

"We provide the disadvantaged with access to support services from over 60 organisations that can prevent them becoming homeless and act as an early intervention strategy. For those already homeless it can help get them off the street."

WSHC guests enjoyed a free meal, free haircut, dental or health check-up and shopped at no cost for clothing, toys and books. There was free entertainment with music provided from bands and choirs from all over Sydney, including the Sydney Street Choir.

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



**homeless  
connect**  
WESTERN SYDNEY

## WOOLLOOMOOLOO INTEGRATED SERVICES HUB (WISH) - 9265 9667

Woolloomooloo Integrated Services Hub (WISH) is a monthly, one stop shop providing direct services to people who are homeless or at risk of homelessness.

Services available on the day:

- Making new housing applications or checking existing applications
- Referrals to homelessness accommodation
- Medical assessments and referrals to dental and other health services
- Legal advice
- Assistance to address fines - Work Dev. Orders
- Application for medicare and other identification
- Information about tafe courses
- Library or swimming pool membership
- Advice and information about domestic violence
- Assistance to set up a new home
- Link in with services in your community

Third Wednesday of most months at the  
Wayside Chapel 29 Hughes Street, Potts Point.

[homelessness@cityofsydney.nsw.gov.au](mailto:homelessness@cityofsydney.nsw.gov.au)  
[www.cityofsydney.nsw.gov.au/community/  
community-support/homelessness/woolloomooloo-  
integrated-services-hub](http://www.cityofsydney.nsw.gov.au/community/community-support/homelessness/woolloomooloo-integrated-services-hub)

## BOBBY GOLDSMITH FOUNDATION

1800 651 011 (02) 9283 8666

We provide direct practical assistance, emotional support, financial counselling, and study support to the most vulnerable and disadvantaged people living with HIV.

BGF provides care and support to thousands of PLHIV and operates a range of programs and services to address issues of social isolation, stigma, medication adherence and positive healthy living.

BGF is inclusive and accessible for men, women, Aboriginal and Torres Strait Islanders, and people from migrant and refugee communities.

Most loans are for essential household items, but may be for other needs.

Mon-Friday 9am - 5pm  
Level 3, 111-117 Devonshire Street  
Surry Hills, NSW 2010  
bgf@bgf.org.au

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



**bobby goldsmith foundation**

practical emotional financial support

## CENTRELINK DARLINGHURST

13 2468 - INFORMATION  
13 6240 - SELF SERVICE

In addition to providing financial assistance for eligible candidates, Centrelink provides, under one roof, support services for families, the elderly, the sick or injured, people with disabilities, young and adult job seekers, recent immigrants, carers, students, trainees, self-employed, retired people & those planning retirement, the bereaved, people recently separated or divorced and people in crisis.

Ground Floor, 137-153 Crown St.  
Darlinghurst NSW 2010  
8.30 - 4.30pm, Mon to Fri

140 Redfern St.  
Redfern, NSW 2016  
8.30 - 4.30pm, Mon to Fri

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



**centrelink**

## ENERGY & WATER OMBUDSMAN (EWON) 1800 246 545

An independent way of resolving complaints about all electricity and gas suppliers and some water suppliers. EWON can investigate a wide range of complaints:

- Disputed accounts
- High bills, debts and arrears
- Disconnection or restriction of supply
- Reliability and quality of supply
- Poor customer service
- Electricity and gas marketing & contracts
- Connection or transfer issues

9am-5pm Mon-Fri  
Level 11, Stockland House,  
133 Castlereagh Street  
Fax: 1800 812 291  
omb@ewon.com.au  
www.ewon.com.au



## THE FINANCIAL OMBUDSMAN 1800 367 287

The Financial Ombudsman Service provides accessible, fair and independent dispute resolution for consumers and financial services providers.

9am-5pm Mon-Fri  
info@fos.org.au  
www.fos.org.au



## ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) SCHEME 1300 729 867 (02) 8275 1956

The Energy Accounts Payment Assistance (EAPA) Scheme helps people experiencing a short term financial crisis or emergency to pay their electricity or natural gas bill.



The scheme helps people stay connected to essential energy services during a financial crisis. This scheme is not available on an ongoing basis.

EAPA vouchers are issued by participating EAPA providers such as St Vincent de Paul, Salvation Army, Anglicare and many others. The Scheme uses a voucher system and each voucher is worth \$50.

The EAPA provider assesses the customer's situation and determines each case based on individual circumstances. The vouchers issued to the customer will be sent to the retailer electronically by the EAPA provider and the vouchers will be paid to the customer's account.

eapa.info@planning.nsw.gov.au  
www.resourcesandenergy.nsw.gov.au/energy-  
consumers/financial-assistance/energy-accounts-  
payment-assistance-EAPA

## NSW TRUSTEE AND GUARDIAN 1300 364 103

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.

160 Marsden Street,  
Parramatta NSW 2150  
tagmail@tag.nsw.gov.au  
www.tag.nsw.gov.au



NSW Trustee  
& Guardian

## WORK AND DEVELOPMENT ORDER SERVICE (WDO) 1300 478 879

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.

The WDO scheme is delivered in partnership with the Aboriginal Legal Service (NSW/ACT), State Debt Recovery (SDR) and Department of Police and Justice.

323 Castlereagh St  
Sydney, 2000  
Mon-Fri 9am - 4pm  
WDO@legalaid.nsw.gov.au  
www.legalaid.nsw.gov.au



## C3 CHURCH (02) 9326 0119

We welcome people from all backgrounds and circumstances. Free lunch, fresh fruit, emergency food hampers (by appointment only), occasional free haircuts, community support and message of hope (toiletries, blankets and clothing can also be requested, subject to availability).

We provide information about other community services and seek to help to all those who visit us.

WEEKLY COMMUNITY LUNCH:  
Every Thursday 11:30am – 12:30pm

Cnr Palmer & Stanley Sts Darlinghurst  
(opp Haymarket Foundation Clinic)  
city@c3churchcity.com.au  
www.c3churchcity.com.au



## COMMUNITY NORTHERN BEACHES CAFE BAR (02) 9977 1066

Based in Manly, our CAFE BAR is filled with freshly baked pastries and bread daily. Pop in for some hot tea/coffee and grab a pastry or two; our Cafe Bar is a great social hub and is part of our 'open door' policy.

10am-3pm Monday to Friday  
12 Wentworth St. Manly NSW 2095  
info@cnb.org.au www.cnb.org.au



## EXODUS FOUNDATION FOOD VAN

Yourong Parkway and Cook and Phillip Park  
Nightly 7.45pm

## EXODUS FOUNDATION LOAVES N FISHES FREE RESTAURANT

*All who come here will be treated with kindness and feel safe, secure, supported & relaxed.*

The Core Of The Exodus Foundation's work within the community is the service of free meals to the homeless and those at risk. We provide free meals every day of the year from our Loaves and Fishes Restaurant and meals 364 days a year from our mobile food van in Woolloomooloo.

LOAVES N FISHES  
FREE RESTAURANT  
180 Liverpool Road Ashfield  
Breaky 9 - 9.45am  
Lunch 11:30-12:45pm  
Dinner 7:30 - 8:30pm  
(7 days/week)



## ANGLICARE MOBILE COMMUNITY PANTRY 1300 111 278

Our mobile van provides grocery or fresh food items at very low cost to help stretch your budget further.

Bring along your Pension, Health Care or Immigration Card. In exchange for a small contribution - \$10 for groceries and/or \$2 for fresh food - you can then fill a bag with items of your choice from the stock available.

We visit many locations in and around Sydney. Check our website for dates and times.

[www.anglicare.org.au/mobile-community-pantry](http://www.anglicare.org.au/mobile-community-pantry)



## GOOD START BREAKFAST CLUB 1800 812 028 FOR SCHOOL KIDS

It's hard to learn at school when your tummy is empty and yet some kids leave home without breakfast.

Australian Red Cross' Good Start Breakfast Club provides a healthy start to the day for children who would otherwise go to school hungry. These children live in the areas of greatest need around Australia.

Providing a free healthy breakfast within a school breakfast program helps children achieve their best in the classroom and in the playground.

8.30AM, Level 4, Red Cross House,  
464 Kent Street Sydney  
[nsinfo@redcross.org.au](mailto:nsinfo@redcross.org.au)  
[www.redcross.org.au](http://www.redcross.org.au)



## LENTIL AS ANYTHING

We are not-for-profit vegan restaurants where guests contribute what they feel their meal and experience is worth, according to their own financial ability.

Mon - Friday 12 - 3 pm, 6 - 9pm  
Sat - Sund 10 - 3 pm, 6 - 9pm

3 King St Newtown  
[lentilasanything.com](http://lentilasanything.com)





## LIVERPOOL COMMUNITY KITCHEN AND HUB (02) 9734 4710

We believe that providing a nutritious meal and safe environment is essential for all in our community and are currently serving 550+ meals per week to people in Liverpool and surrounding areas.

KITCHEN: MON- FRI Breakfast 9.30am, lunch 12.30pm

HUB EVERY THURSDAY:

The Hub component of the project provides wrap around support services every Thursday including case management, counselling services, emergency relief and advocacy for new and ongoing clients with complex needs.

UNITING CHURCH LIVERPOOL

28 Pirie St. Liverpool

[www.lc-kh.com](http://www.lc-kh.com)

## MATTHEW TALBOT HOSTEL (02) 9358 8102 (FOR MEN)

The hostel provides temporary accommodation and meals.

7:30am-5:00pm

22 Talbot Place

Woolloomooloo NSW 2011

## NORTHSIDE PLACES TO EAT:

CROWS NEST CENTRE - 9439 5122

Provides a free meal, a shower and a towel for people who are homeless.

CHURCH BY THE BRIDGE - 8920 9817

Provides a free community lunch on the first Sunday of the month at 12pm.

The Kirribilli Centre - 9922 4428

Weekly community lunch for disadvantaged and socially isolated members of our community. Numbers are limited. Bookings essential.

HARE KRISHNA FOOD FOR LIFE

180 Falcon Street, North Sydney

Free, nutritious, vegetarian evening meal daily 6-8pm

## OZ HARVEST MARKET (02) 8306 7905

OzHarvest Market is Australia's first ever rescued food supermarket, stocked with produce that has either been donated or would otherwise go to waste, but is perfectly edible and is based on a 'take what you need, give if you can' philosophy.



10am - 2pm, Tues - Friday  
147 Anzac Parade,  
Kensington, NSW 2033  
[sydney.info@ozharvest.org](mailto:sydney.info@ozharvest.org)  
[www.ozharvest.org/market](http://www.ozharvest.org/market)

## ROUGH EDGES CAFE (02) 9360 6844



SNACKS AND LIGHT LUNCH

Wednesdays and Fridays:  
10.30am -1.30pm

HOT DINNER

Sun Mon Wed Thurs Fri:  
7.30pm -10.00pm

ST JOHN'S CHURCH

120 Darlinghurst Rd, Darlinghurst  
[www.roughedges.org](http://www.roughedges.org)

## STREET BUFFET - 1800 77 3456

Free buffet style hot meals for people who are, or at risk of homelessness or for disadvantaged individuals and families. Clothing, blankets and toiletries are also available.

Cathedral St Woolloomooloo  
(behind police station)  
From 4.30pm Sundays

*The way we bring a plate of food to family & friend functions we do the same for our homeless friends. Bon appétit!*

[thestreetbuffet@gmail.com](mailto:thestreetbuffet@gmail.com)

Twitter: @streetbuffet



## ST CANICE'S KITCHEN (02) 9358 5229

Canice's Kitchen is a place where:

Everyone is welcome and treated equally, drugs and alcohol are not allowed, you can have some peace and quiet and no one is allowed to be abusive or abused, We want to get to know you and care about what you have to say.

LUNCH is every day from 11am to 1pm

DINNER Wednesday nights from 7 - 8pm

A healthy meal that gives emphasis to organic produce

28 Roslyn Street,  
Elizabeth Bay, NSW 2011  
[stcaniceskitchen.org.au](http://stcaniceskitchen.org.au)



## THE STAPLES BAG (02) 9787 6832

We are a small team committed to empowering our community's low income earners by providing easy access to low cost, high quality nutritious food staples.

Everyone should be able to afford basic food staples. However this is not easy for many in our community who are struggling with rising costs of living and on low incomes. That is why we are committed to supplying food staples at very low cost to lessen the financial burden of those in Sydney who need it most.

We also provide unemployed people with hands-on work experience as well as the broader life skills that help job seekers to find and keep a job.

Pop up stores in Surry Hills / Campbeltown / Redfern / Parramatta / Milsons Point / Cranebrook / Kingswood / Blacktown / Glebe / Mt Druitt / Baulkham Hills

449 Canterbury Road, Campsie  
9 AM - 2 PM  
[enquiries@thestaplesbag.org.au](mailto:enquiries@thestaplesbag.org.au)  
[www.thestaplesbag.ssi.org.au](http://www.thestaplesbag.ssi.org.au)



## THE BIG KITCHEN (02) 80842729

We are a community run, non-denominational, industrial kitchen where meals are prepared for distribution to needy people across Sydney. We are a registered charity. OBK is Kosher and Halal certified, and HACCP approved. At OBK we offer a place for people to come together and cook for a good cause.

We are a community kitchen that nourishes educates and inspires people in need and sharing our main ingredient... Love.

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



## THE FOOD SHED

Providing affordable groceries to those in need. \$10 donation for one bag of groceries. Bread, milk, fresh fruit & veges, and a variety of essential and non-essential food products.

Please bring your own standard supermarket size recyclable cloth bag, or plastic shopping bag. Current limit is 1 bag per family.

[thefoodshedonmetro@gmail.com](mailto:thefoodshedonmetro@gmail.com)



## WAYSIDE CAFES (02) 9581 9142



The Wayside cafes in Kings Cross and Bondi Beach provide low-cost meals and beverages in a warm, relaxed and friendly environment.

Our cafes are the busiest and liveliest part of Wayside, with people from all walks of life coming together for a meal, a coffee or simply to spend time together in a safe place.

While our cafe meals are not free, they are extremely affordable. Items range from 20c to \$4. This is consistent with the greater Wayside mentality of a hand up rather than a handout and helps to provide our visitors with the dignity of choice.

**COMMUNITY SERVICE CENTRE – KINGS CROSS**  
29 Hughes Street, Potts Point NSW 2011  
Telephone: 02 9581 9100  
[csockingscross@thewaysidechapel.com](mailto:csockingscross@thewaysidechapel.com)

**COMMUNITY SERVICE CENTRE – BONDI**  
77 Roscoe Street, Bondi Beach NSW 2026  
Telephone: 02 9581 9100  
[cscbondi@thewaysidechapel.com](mailto:cscbondi@thewaysidechapel.com)

## VINNIES NIGHT PATROL (02) 9518 0303



A mobile service that provides food, hot drinks and toiletries seven nights a week, as emergency relief. Referrals to other services, personal items, swags, blankets and clothing vouchers also available.

**EDDIE WARD PARK** - Belvoir Street side, Surry Hills  
7:30 – 8:15pm and 9:45 – 10:30pm

**MARTIN PLACE** - Phillip St, Sydney: 8:30 - 9:30pm

**BELMORE PARK** - Eddie Ave, Haymarket 10:45 – 11:30pm

**THE BREKKY VAN** operates from Prince Alfred Park in Surry Hills, near the intersection of Chalmers Street and Cleveland Street, every Sunday from 9am until 11am.

[nightpatrol@sydneyvinnies.org](mailto:nightpatrol@sydneyvinnies.org)  
[www.vinnies.org.au](http://www.vinnies.org.au)

## YOUTH OFF THE STREETS FOOD VAN

Feeding the hungry – every night of the year.  
We never turn anyone away.

The Van is staffed by a wonderful team of volunteers and travels between Green Park and Darlinghurst.

Green Park, outside St Vincent's hospital in Darlinghurst.

[foodvan@youthoffthestreets.com.au](mailto:foodvan@youthoffthestreets.com.au)



**FOOD**

## ST VINCENT'S HOMELESS HEALTH SERVICES 1800 602 417 (02) 8382 1512

Assessment, treatment, referral and care coordination for adolescent, adult and older homeless individuals in partnership with local services. Homeless Health Outreach offers a range of clinics at a variety of drop-in centres, services and churches. We also have a DENTAL CLINIC.

Working in partnership with Way2Home Support Team (Neami), provides healthcare and support to young, adult & older rough sleepers with a long history of homelessness and multiple health needs. Service workers are sensitive to the cultural needs of people from culturally & linguistically diverse (CALD) backgrounds and those of Indigenous clients.

Please note that the Homeless Health Service does not provide emergency treatment or accommodation. If you require emergency treatment call 000. Alternatively you can call the NSW Mental Health Line, on 1800 011 511. Or Link2Home on 1800 152 152

St. Vincent's Hospital  
390 Victoria Street,  
Darlinghurst NSW  
8.00am to 4.30pm, Mon to Fri.



## MEDICARE DARLINGHURST 132 011

Free treatment for public patients in public hospitals and free or subsidised health treatment in general medical practice, specialist medical practice, optometry and dentistry.

Monday - Friday: 08:30 - 16:30  
Weekends: Closed

137-153 Crown Street,  
Darlinghurst  
[medicare@humanservices.gov.au](mailto:medicare@humanservices.gov.au)  
[www.humanservices.gov.au](http://www.humanservices.gov.au)



## DARLINGHURST MEDICAL CENTRE 1800 285 524 (1800 BULKBILL)

Spoken Languages: Arabic, Bengali, Czech, English

Monday - Friday: 7:00 am-10:00 pm  
Saturday - Sunday: 8:00 am-10:00 pm  
Public holidays: 8:00 am-10:00 pm

213-219 Darlinghurst Rd Darlinghurst NSW 2010  
[www.1800bulkbill.com.au/medical-centre/darlinghurst-medical-centre/](http://www.1800bulkbill.com.au/medical-centre/darlinghurst-medical-centre/)

## KIRKETON ROAD CENTRE

(02 9360-2766 1800 451 624

KRC is a targeted primary health care facility located in Kings Cross.

Monday, Tuesday, Thursday, Friday 10am - 6pm  
 Wednesdays 12pm - 6pm  
 Weekends and Public Holidays  
 10am - 1.45pm NSP and methadone dispensing only

180 Victoria Street, Potts Point  
 Above the Fire Station, entrance on Victoria St

## HIGH-RISK ANTENATAL CLINIC

(KIRKETON ROAD CENTRE)

- Antenatal checks and referrals to public hospital antenatal clinics
- Pregnancy advice and pregnancy care
- Post birth check ups

Call KRC on 9360 2766 and ask for the midwife.

Tuesday 10-4 pm- drop in and appointments  
 180 Victoria Street Potts Point 2011

## CLINIC 180

(KIRKETON ROAD CENTRE )

(02) 9357 1299 1800 451 624

A clinic providing sexual health information, advice, referral and treatment for at-risk youth, sex workers and travellers.

Free and confidential advice, testing, diagnosis and treatment for sexually transmitted diseases including HIV/AIDS & hepatitis and consultation on other sexual health issues.

A free, confidential needle exchange provides syringes, swabs, condoms, lubricant and disposal for used syringes.

The services are particularly for at-risk youth, sex workers and travellers. An accredited healthcare interpreter can be arranged if needed. An Aboriginal Liaison Officer is available if requested.

Monday - Friday 2:30-9pm, weekends 2:30-7pm  
 Please ring to book an appointment

180 Victoria Street Potts Point 2011  
 Above the Fire Station, entrance on Victoria St

[www.seslhd.health.nsw.gov.au/SHSEH/services/kirketonroad.asp](http://www.seslhd.health.nsw.gov.au/SHSEH/services/kirketonroad.asp)

## UNITING MEDICALLY SUPERVISED INJECTING CENTRE (MSIC) (02) 9360 1191

If you are looking for a safer place to inject and to benefit from working with our helpful and non-judgemental staff, you are welcome. No appointment is needed and you can remain anonymous if you wish.

Recognising that drug dependence is chronic, with relapse being an in-built part of this, our focus is on harm reduction. This means we concentrate on reducing the negative consequences of drug use on a person's health and well-being.

We provide a safe, clean and medically supervised space for injecting drugs that would otherwise happen elsewhere. Provides injecting equipment and take home naloxone kits.

We welcome clients 7 days a week:

Monday: 9.30am- 9.30pm

Tuesday: 9.30am - 3.45pm, 6.00pm - 9.30pm

Wednesday to Friday: 9.30am - 9.30pm

Sat, Sundays, Public Holidays: 9.30am-5.30pm

66 Darlinghurst Rd, Kings Cross, 2011

Directly opposite Kings Cross Station

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

## DRUG ARM AUSTRALASIA 1300 656 800 (02) 8377 2000

Our 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.

Mon-Fri 9am - 5pm  
Healthy Options Australia  
[www.hoa.drugarm.com.au](http://www.hoa.drugarm.com.au)



## SMART RECOVERY AUSTRALIA (02) 9373 5100

SMART (Self Management and Recovery Training) is a free group program assisting with problems around addiction to drugs, alcohol, cigarettes, gambling, food, shopping, Internet and others. Guided by trained peers and professionals, participants help themselves and help each other using a variety of cognitive behaviour therapy (CBT) and motivational tools and techniques.

501/80 William St. Woolloomooloo  
[smartrecoveryaustralia.com.au](http://smartrecoveryaustralia.com.au)





## ALCOHOLICS ANONYMOUS 1300 222 222



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.

SYDNEY CITY: 1 & 2, 9A Elizabeth Bay Rd, Kings Cross  
24 hour help line: (02) 9387 7788

NORTHERN SYDNEY Kuringai Community Centre,  
Cnr Rosedale Ave & Porters Lane, St. Ives  
24 hour help line: (02) 9488 9820

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

## KEDESH REHAB (02) 4222 1800

Kedesh Rehabilitation Services (KRS) is a non-government, non-profit, charitable community based organisation. It is a centre of excellence in co-occurring substance use and mental illness rehabilitation.

Call our Community Access Centre on (02) 4222 1800 to apply. A member of our caring staff will run through an over the phone assessment which will take approximately 15 minutes to complete.

Manly and Illawarra [www.kedesh.com.au](http://www.kedesh.com.au)

## SEX WORKERS OUTREACH PROJECT (SWOP) 1800 622 902 (02) 9206 2166

SWOP provides information and support to sex workers. We are the leading agency in NSW for HIV, STI and hepatitis C prevention among sex workers. We are also active in lobbying for relevant law and health services reform.

- Safe sex "workers packs" with condoms, gloves, dams and lube
- Hiv and sexual health information
- Health and workplace safety information
- Confidential counselling and support
- Referrals to legal, financial and other services
- Safer injecting equipment
- Employment information
- Internet and computer access
- Sex worker magazines and printed resources

Mon, Tues, Thurs & Fri: 10am - 6pm, Wed: 2pm - 6pm

Level 4, 414 Elizabeth Street, Surry Hills NSW 2010  
[swopconnect@swop.org.au](mailto:swopconnect@swop.org.au)

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



## AUSTRALIAN HEARING

### 1300 412 512 131 797

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.  
Call 131 797  
to find your nearest centre.  
[www.hearing.com.au](http://www.hearing.com.au)



## VISION AUSTRALIA

### 1300 84 74 66

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

A not-for-profit organisation providing blindness and low vision services to Australians of all ages.

Mon-Fri, 8:30 – 5pm  
[info@visionaustralia.org](mailto:info@visionaustralia.org)  
[www.visionaustralia.org](http://www.visionaustralia.org)

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:

## NATIONAL RELAY SERVICE

- TTY users phone 133 677, then ask for 1300 84 74 66;
- Speak and Listen users phone 1300 555 727, then ask for 1300 84 74 66;
- Internet relay users connect to the NRS, then ask for 1300 84 74 66.



## EASTERN SYDNEY PARTNERS IN RECOVERY (ESPIR) 1800 035 626

Eastern Sydney Partners in Recovery (ESPIR) is an Australian Government initiative to better support people with severe and persistent mental illness with complex needs, and their carers and families.

ESPIR aims to have services and supports from multiple sectors work in a more collaborative, coordinated and integrated way.

Our teams are located in Randwick, Inner City and Botany Bay and are there to support people living across Eastern Sydney.

If you don't live in the Eastern Sydney area please visit [www.pirinitiative.com.au](http://www.pirinitiative.com.au) or call 1800 035 626 to find your local Partners In Recovery.

[espir@cesphn.com.au](mailto:espir@cesphn.com.au)  
[espir.com.au](http://espir.com.au)



## THE CONTINENCE FOUNDATION 1800 33 00 66 HELPLINE

The National Continence Helpline is a free telephone advisory service staffed by a team of continence nurse advisors who provide information, education and advice to callers with incontinence or who are caring for someone with incontinence.

The Helpline also provides information and advice to health professionals.

The Continence Foundation of Australia represents the interests of Australians affected by, or at risk of, bladder and bowel control problems and act as an advocate for their interests.

Level 1 30-32 Sydney Road  
 Brunswick VIC 3056  
 (03) 9347 2522

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



**Continence  
Foundation  
of Australia**

## BUCKINGHAM HOUSE (02) 9393 9240 (FLOURISH AUSTRALIA)

A recovery and activity program for people with a lived experience of mental health issues. There are many activities on offer during the day including but not limited to tennis, volleyball, basketball, Tai Chi, mindfulness and relaxation. Services are available to people from 18-65 years of age.

### RECOVERY WELLBEING ACTIVITY PROGRAM

Referral System: GP or specialist, self referral, family member, other service or agency  
Service Fees: No for most services, NDIS

Mon- Fri 8:30am-4:30pm 37-41  
Buckingham St Surry Hills, NSW, 2010  
donna.shrubsole@flourishaustralia.org.au  
www.flourishaustralia.org.au



Where mental wellbeing thrives

## LINK2HOME - 1800 152 152 HOMELESSNESS INFORMATION LINE

A statewide telephone service providing information, assessment and referral to specialist homelessness services, temporary accommodation and other appropriate services for people who are homeless or at risk of homelessness.

Link2home also provides information about homelessness services across New South Wales for specialist homelessness service providers and homelessness advocates acting on behalf of clients.

Phone: 1800 152 152  
24 hours a day, 7 days a week, every day of the year.  
[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)  
[link2home@facs.nsw.gov.au](mailto:link2home@facs.nsw.gov.au)

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



## BOARDING HOUSE OUTREACH SERVICE (02) 9564 7333

We provide ongoing case management support to occupants of boarding houses who are at risk of homelessness or those who have just become homeless and are looking to move into a boarding house. Case management support is tailored to meet the needs of individual clients and the staff work from a person-centred, strengths-based approach.

The service particularly works with homeless people and occupants of unlicensed boarding houses in Marrickville, Ashfield, Burwood, Canterbury, Leichardt, Canada Bay and Strathfield.

bhp@newtowncentre.org  
www.newtowncentre.org/outreach-service.  
1 Bedford Street Newtown NSW 2042

For more information or to make a referral, please contact our Team Leaders on 02 9509 1800.



## 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 or (02) 8323 3880  
19A Boundary St, Darlinghurst  
8.30am to 5.00pm, Mon to Fri  
outreach@neaminational.org.au  
www.neaminational.org.au

Find a service:  
<http://neaminational.org.au/get-support/find-service>



## THE BURDEKIN ASSOCIATION (02) 8976 1777

Our youth housing program provides accommodation for young people who are committed to working with our Case Managers to develop the range of skills required to make the transition to living independently in the community.

We are community based, in the Northern Sydney area, offering a range of support and accommodation services to young people aged between the ages of 12 and 24 years, and their families.

Monday to Friday between 9 am – 5 pm.  
[www.burdekin.org.au](http://www.burdekin.org.au)



## ST GEORGE COMMUNITY HOUSING (02) 9585 1499

SGCH provides two different types of housing, Social Housing and Affordable Housing. We also provide a range of initiatives to improve the lives of tenants such as training, education, employment and community engagement opportunities; and specialist advice on Housing Pathways and a range of housing options for applicants.

SOCIAL HOUSING is an umbrella term referring to rental housing that is designed to cater for the needs of people on very low to moderate incomes that may be experiencing 'rental stress' in the private market.

AFFORDABLE HOUSING is a lesser known segment of our product offering, designed for low to moderate income earners, who are working but may find it difficult to afford housing in the private rental market.

To apply for either of the go to our *Applications* web page. [www.sgch.com.au/applications/](http://www.sgch.com.au/applications/)

SGCH  
PO Box 348, Hurstville BC 1481  
[office@sgch.com.au](mailto:office@sgch.com.au)  
[www.sgch.com.au](http://www.sgch.com.au)



## ANTI-DISCRIMINATION BOARD

### 1800 670 812

Investigates and conciliates complaints under the Anti-Discrimination Act. We provide 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 unlawful for someone to sexually harass you. We have a team of indigenous members.

Freecall 1800 670 812 (outside of Sydney)

For an interpreter call 131 450 first

Phone: 9268 5544

TTY 9268 5522

9am-5pm Mon-Fri

Level 7, 10 Valentine Ave

Parramatta

[adbcontact@agd.nsw.gov.au](mailto:adbcontact@agd.nsw.gov.au)

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



## AUSTRALIAN HUMAN RIGHTS COMMISSION

### 1300 656 419 (02) 9284 9600

The Australian Human Rights Commission has the power to investigate and conciliate complaints about: discrimination because of a person's race, sex, gender identity, sexual orientation, intersex status, pregnancy, marital or relationship status, age or disability as well as sexual harassment in specific areas of public life, such as, employment, education and the provision of goods and services; 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.

10-4 Mon to Fri.

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)



## HIV/AIDS LEGAL CENTRE INC. (02) 9206 2060

FREE legal services, information and referral on matters relating to HIV/AIDS and hepatitis C; secondary consultation for community and social workers. We can assist with discrimination, privacy, victims' compensation, superannuation, immigration, wills and enduring guardianships. Our staff are trained to understand the special legal needs of people living with HIV/AIDS.

Mon-Fri 10am-6pm  
414 Elizabeth Street, Surry Hills NSW  
halc@halc.org.au  
www.halc.org.au

halc

## LAWACCESS NSW 1300 888 529

LawAccess NSW is a free government telephone service. We can help with a range of legal problems or advice in family, civil and criminal law.

WE CAN HELP YOU WITH A RANGE OF PROBLEMS:  
going to court, a crime, fines or traffic offences, debt, family or relationship, domestic or family violence, neighbour disputes, work problems, buying goods and services, motor vehicle accidents, planning ahead (wills, powers of attorney, enduring guardianship).

Mon-Fri 9am to 5pm,  
www.lawaccess.nsw.gov.au



Justice  
LawAccess

## WOMEN'S LEGAL SERVICES NSW

A community legal centre providing women across NSW with a range of free legal services:  
www.wlsnsw.org.au



WOMEN'S  
LEGAL SERVICE NSW

### WOMEN'S LEGAL ADVICE LINE: 1800 801 501 (02) 8745 6988

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence and sexual assault.

Mon 9.30 - 12.30, Tues 1.30 - 4.30, Thurs 9.30 - 12.30

### DOMESTIC VIOLENCE : 1800 810 784 (02) 8745 6999

Monday 1.30 - 4.30, Tuesday 9.30- 12:30,  
Thursday 1.30 - 4.30, Friday 9.30 -12.30

### INDIGENOUS WOMEN: 1800 639 784 (02) 8745 6977

Mondays, Tuesdays & Thursdays: 10am-12:30pm

### WORKING WOMEN'S LEGAL: (02) 8745 6954

### CARE AND PROTECTION LEGAL ADVICE LINE: (02) 8745 6908

### GENERAL ADVICE

Please call LawAccess on 1300 888 529,  
Mon - Fri 9 - 5



## FAMILIES AND FRIENDS OF MISSING PERSONS 1800 227 772

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 referrals can be provided on the day with potential for follow-up support regarding missing persons issues.

Lvl 1, 160 Marsden St. Parramatta, NSW 2150  
ffmpu@justice.nsw.gov.au  
www.missingpersons.justice.nsw.gov.au

## ABORIGINAL LEGAL SERVICE 1800 765 767

The Aboriginal Legal Service provides free legal advice and court representation in criminal, family and children's care and protection legal matters for Aboriginal and Torres Strait Islander children, young people & adults.

Level 1, 619 Elizabeth St,  
Redfern NSW 2016  
8.30am to 5.30pm, Mon to Fri.  
info@alsnswact.org.au  
www.alsnswact.org.au



## NSW REGISTRY OF BIRTHS, DEATHS & MARRIAGES 13 77 88

The Registry's main function is to register births, deaths, marriages, changes of name, adoptions and legitimations in NSW. We issue certificates relating to births, deaths and marriages and performs civil marriage ceremonies.

Call hours: Mon-Fri 7am-7pm  
35 Regent Street, Chippendale  
bdm-webmail@justice.nsw.gov.au  
www.bdm.nsw.gov.au



## LOCAL COURTS - DEPARTMENT OF JUSTICE AND ATTORNEY GENERAL 1300 679 272

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.

Newtown Local Court,  
222 Australia S. Newtown, NSW 2042  
local\_court\_newtown@agd.nsw.gov.au



## HOMELESS PERSONS' LEGAL SERVICE (02) 8898 6545

HPLS provides free legal assistance for people who are homeless, at risk of homelessness or who are in public housing. HPLS addresses the legal needs of homeless people through a human rights framework.

We actively involve homeless people in policy development and advocacy through its consumer advisory committee, StreetCare. The HPLS Solicitor Advocate provides a dedicated point of contact for people who are homeless or at risk of homelessness to access legal representation in minor criminal matters.

Support for indigenous people is provided.  
An interpreter is available.

Level 5, 175 Liverpool Street  
Sydney, NSW, 2000, Australia

homelessproject@piac.asn.au  
www.piac.asn.au



## HOMELESS OUTREACH LEGAL SERVICE 1300 888 529

We give free independent advice about matters such as fines, discrimination, housing, social security, complaints about government agencies, victim's compensation and debt.

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



## NSW OMBUDSMAN'S OFFICE 1800 451 524 or 9286 1000

If you think you have been unfairly treated by a NSW government agency or employee, or by certain non-government service providers (including refugees) you can complain to us. We can review the situation of vulnerable children, or adults who have disabilities and are in full-time care.

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)



## REDFERN LEGAL CENTRE (02) 9698 7277

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.

9am-1pm & 2-6pm, Mon to Thur;  
9am-1pm & 2-5pm Fri.

73 Pitt St  
Redfern, NSW 2016

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



## SHOPFRONT YOUTH LEGAL CENTRE (02) 9322 4808

The Shopfront Youth Legal Centre is a free legal service for homeless and disadvantaged young adults 18 to 25 years old.

The service includes court representation, mainly in criminal matters, legal advice and referral. Legal advice and referral are also provided for young people experiencing family or domestic violence.

The Shopfront provides legal education and information for young people and youth workers and campaigns for law & policy reform on areas affecting young and disadvantaged people.

356 Victoria St  
Darlinghurst NSW 2010  
9.30am to 5.30pm, Mon to Fri.

shopfront@theshopfront.org  
www.theshopfront.org

*The Shopfront*  
YOUTH LEGAL CENTRE

## VICTIM SERVICES & SUPPORT

### 1800 633 063

Provides confidential telephone counselling, information and referral for victims of crime. The service can assist in matters relating to sexual assault, domestic violence, victims' compensation, assault and child abuse.

Appointments can be made for face-to-face counselling where required.

Provides support and assistance for victims of crime to help them to gain access to services and entitlements that will assist in their recovery.

VICTIMS ACCESS LINE: 1800 633 063

ABORIGINAL & TORRES STRAIT ISLANDER  
CONTACT LINE: 1800 019 123  
8am to 6pm Mon-Fri

Level 1, Justice Precinct Offices  
160 Marsden Street  
PARRAMATTA NSW 2150

vs@justice.nsw.gov.au  
www.victimsservices.justice.nsw.gov.au

## WELFARE RIGHTS CENTRE

### (02) 9211 5300 (Advice line)

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.

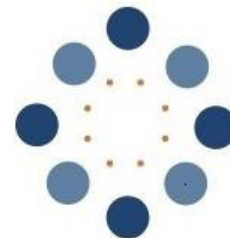
We provide information and advice about Centrelink decisions, intensive casework assistance, assistance with appeals, referrals, training and policy reform.

Referral to Legal Aid is provided for social security offences.

Ph: 9211 5300 Advice line Mon\_Wed 9:30am-1pm

Suite 102, 55 Holt St.  
Surry Hills NSW 2010

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



## ANIMAL WELFARE LEAGUE (02) 8899 3333

Animal Welfare League NSW (AWL NSW) is a registered charity providing expert care to surrendered, neglected and abandoned companion animal across NSW.

Our vision is that all companion animals in NSW have a safe and loving home. We strive for this through our work in rehoming, education and discount desexing programs.

PO Box 137 North Ryde NSW 2113  
helpingpets@awlnew.com.au  
www.awlnsw.com.au



## MY VET ANIMAL HOSPITAL (02) 8484 2020

6/965 Bourke Street  
Waterloo, NSW, 2017



www.myvetanimalhospital.com.au

## PETS IN THE PARK

A free pet clinic provided for the homeless or those at risk of homelessness with animal companions.

Veterinarians and vet nurses provide free health checks, vaccinations, flea treatment, worming treatment and basic medication for pets.

If you fit this criteria and need assistance you must get a referral letter from a human service provider such as: Wayside Chapel, Salvation Army, Mission Australia or Wesley Mission.

DARLINGHURST CLINIC  
St Johns Anglican Church  
120 Darlinghurst Road  
Last Sunday of every month.  
2pm - 4pm

PARRAMATTA CLINIC  
Last Sunday of every month.  
12:30pm - 2pm  
Note: Cats cannot be seen  
Prince Alfred Park  
Cnr Church St and Victoria Rd

www.petsinthepark.org.au



## RSPCA COMMUNITY HOMELESS PROGRAM (02) 9782 4408

RSPCA NSW strongly believes in the emotional, mental and physical benefits of the relationships between people and pets. For some homeless people, their pet may be the only positive thing in their lives. The idea of having to give this much-loved animal up can cause major distress to someone who is already suffering hardship. Through our Homelessness program, we assist pet owners who are currently homeless, couch surfing, sleeping rough or in temporary accommodation.

Services our Homelessness program offers include:

- Temporary foster accommodation and/or emergency pet boarding
  - Financial assistance for veterinary treatment
  - Financial assistance with impound fees
- (this program was previously known as Living Ruff)

For more information please contact the RSPCA Community Programs helpline (02) 9782 4408. Monday to Friday, 9 a.m. – 5 p.m.  
Weekends and public holidays contact the RSPCA Contact Centre on (02) 9770 7555.

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



## PROJECT HOPE

The Southern Cross Compassionate Fund was started with the aim to help those who are financially disadvantaged provide the best care for their pets. Owners should never have to bargain over life and death of their pet - especially after years of a strong bond together.

ST PETERS  
60 Princes Hwy, St Peters  
(02) 9516 0234

BELLEVUE HILL  
Shop 1/196-204 Victoria Rd,  
Bellevue Hill  
(02) 9389 7534

[www.southerncrossvet.com.au/project-hope](http://www.southerncrossvet.com.au/project-hope)



## RUFF SLEEPERS

We take care of homeless pets (dogs in particular). We offer a free and mobile pet washing service, access to flea and worm treatments, referrals to free vet clinics and information about services for homeless people with dogs. We advocate for the rights of homeless people with pets, especially for the right of housing.

[ruffsleepers@gmail.com](mailto:ruffsleepers@gmail.com)

Find us on facebook



## WESLEY MISSION (02) 9263 55 55

We are committed to helping people of all ages and abilities experience a more fulfilling life physically, spiritually, mentally and emotionally.

We also offer counselling and the following services:

- Youth
- Employment and training
- Aged care
- Camps and conferences
- Child and family
- Disability
- Mental health
- Training and education
- Referrals to housing and accommodation
- Financial counselling

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



## COMMUNITY RESTORATIVE CENTRE (02) 9288 8700

THE COMMUNITY RESTORATIVE CENTRE (CRC) provides a range of services to people involved in the criminal justice system and their families. CRC is the lead provider of specialist throughcare, post-release, and reintegration programs for people transitioning from prison into the community in NSW. All CRC programs aim to reduce crime and break entrenched cycles of disadvantage, offending and imprisonment.

FREE TELEPHONE INFORMATION AND REFERRAL SERVICE (TIRS) for anyone affected by the criminal justice system, including prisoners, people on release from prison, family, friends and service providers. At CRC we understand the practical and emotional difficulties those affected by the criminal justice system face. 9am–5pm Monday to Friday. Important to know: This service does not provide casework or ongoing support.

See our GET HELP Guides and booklets section.

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



## PYRMONT CARES 0423 751 903

We collect unwanted furniture and white goods for redistribution to singles and families who need these them most. The service is for people moving into accommodation for the first time. Small electrical appliances, cutlery, kitchen and table ware may be provided and sanitised beds and mattresses can also be delivered.

Pyrmont Cares  
Tues - Wed 9am - 1pm  
ops@pyrmontcares.org.au  
www.pyrmontcares.org.au



## HOME IN A BOX PROJECT

The cost of setting up a new home can be beyond the reach of people with very limited financial resources.

Home in a Box provides formerly homeless people with the warmth and comfort of their own sheets, towels, pillows, dinner set, kettle, toaster, kitchenware, utensils and other essential items that make a house a home. A KID'S PACK is available too.

[www.mercyfoundation.com.au/our-focus/ending-homelessness-2/home-in-a-box-project/](http://www.mercyfoundation.com.au/our-focus/ending-homelessness-2/home-in-a-box-project/)



## CANA COMMUNITIES

Our focus is on people who are most in need, who are suffering from loneliness, mental illness, addictions, homelessness and other factors which alienate them within society. Those with least options and are most alienated are our special care.

TERESA HOUSE can accommodate 10 guests, providing each of them with a home-cooked dinner, a bed and a light breakfast the next morning.  
Monday - Sunday from 6.30pm

OUR CHURCH SHELTERS offer free emergency overnight shelter for people who are homeless. Cana church shelters are open from 8.30pm to 8:00am the following morning.

GARDEN SHELTER, WATERLOO, Uniting Church.  
When: Wednesday nights.

CHRISTCHURCH ST LAURENCE SHELTER,  
near Central Station. When: Saturday nights.

To access these shelters, contact Link to Home on 1800 152 152.

info@cana.org.au  
www.cana.org.au



# SUPPORT



## THE SMITH FAMILY 1300 326 459

We support disadvantaged Australian children.

As Australia's largest national education-oriented charity, we support disadvantaged Australian children to participate fully in their education, giving them the best chance at breaking the cycle of disadvantage. Our learning support and mentoring programs help children in need to fit in at school, keep up with their peers, and build aspirations for a better future for themselves.

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



## SHOES FOR PLANET EARTH 0422 587 029

We pack and send shoes to those in need all over Australia as well as many international communities. These include homeless shelters, youth and female crisis centres, indigenous community sporting groups, orphanages, churches, flood and other disaster victims, African communities and many more.

[info@shoesforplanetearth.com](mailto:info@shoesforplanetearth.com)  
[www.shoesforplanetearth.com](http://www.shoesforplanetearth.com)



## ORANGE SKY LAUNDRY (07) 306 24811



We are Australia's first mobile laundry service providing homeless people with access to free washing/drying and shower facilities. We are a new not-for-profit organisation run by volunteers. We work in alliance with other local organisations to achieve these goals.

Check our website for times and locations:  
[www.orangeskylaundry.com.au/locations](http://www.orangeskylaundry.com.au/locations)  
[www.orangeskylaundry.com.au](http://www.orangeskylaundry.com.au)

## HAWKESBURY'S HELPING HANDS 0416 956 263



Whether you on the streets, living in your car or couch surfing or in a boarding house or caravan park, we offer love, kindness, food, toiletries, clothing, shoes, blankets, sleeping bags, tents, swags, pet supplies and other necessities. We can also advise on services available and if possible, support you with accommodation.

Free meals are served three days a week in a local park. We also distribute 21 -35 emergency family food hampers weekly. Call us for locations and to seek help.

The Terrace, Windsor NSW 2756  
[hawkesburyshelpinghands@gmail.com](mailto:hawkesburyshelpinghands@gmail.com)  
[www.facebook.com/HawkesburysHelpingHands](http://www.facebook.com/HawkesburysHelpingHands)

## SYDNEY STREET CHOIR

0410 409 906



A supportive musical community that aims to inspire and empower those who have experienced hardship or disadvantage in the community.

The choir keeps a busy rehearsal and performance schedule, including tours to the Northern Territory, Melbourne and regional NSW.

Anyone who has experienced disadvantage through homelessness, disability, illness or addiction is welcome and new members bring new life to the Choir community.

You don't need to be able to sing to join this Choir, there are no auditions, and you don't need any special experience.

For the latest rehearsal venues, tour and gig info:  
[www.sydneystreetchoir.com](http://www.sydneystreetchoir.com)  
[info@sydneystreetchoir.org.au](mailto:info@sydneystreetchoir.org.au)



## MILK CRATE THEATRE

(02) 9698 7133



Milk Crate Theatre uses performing arts to change the story of homelessness. We provide creative opportunities for participants to build confidence, skills and social connection to help make positive changes in their lives.

Our Workshops are a regular drop-in opportunity offered throughout the year in the Sydney CBD. We partner with professional arts facilitators and community service providers to offer a free and safe space where people can meet and learn new skills through creative processes.  
**WORK AND DEVELOPMENT ORDERS (WDO)**

Milk Crate Theatre is an approved WDO organisation.  
 For info please email [socialworker@milkratetheatre.com](mailto:socialworker@milkratetheatre.com)

Phone: (02) 9698 7133  
 Alexandria Town Hall  
 73 Garden Street, Alexandria NSW 2015  
 Mon\_Thurs  
[www.milkratetheatre.com](http://www.milkratetheatre.com)



## MEN'S SHEDS 1300 550 009

Good health is based on many factors including feeling good about yourself, being productive, contributing to your community, connecting with friends and maintaining an active body and mind.

Becoming a member of a Men's Shed provides a safe and busy environment where men can find many of these things in an atmosphere of old-fashioned mateship. And, importantly, there is no pressure. Men can just come and have a yarn and a cuppa if that is all they're looking for.

There are 30 Men's Shed across Sydney.  
Australian Men's Shed Association  
PO Box 793 The Junction NSW 2291  
[amsa@mensshed.net](mailto:amsa@mensshed.net)  
[mensshed.org](http://mensshed.org)

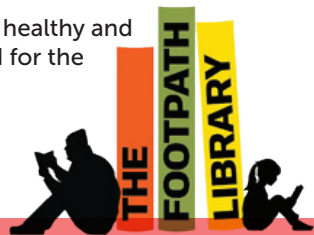


## THE FOOTPATH LIBRARY

Our mobile service distributes free, high quality new and secondhand books and magazines.

Books help keep people healthy and happy and truly are food for the mind and soul!

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



Enriching lives by giving books

## THE YOGA FOUNDATION 0414 379 473

Our Street Yoga project brings yoga to people experiencing homelessness. When you have to cope with homelessness you don't get to prioritise your mental and physical health and we want to change that.

The Yoga Foundation has partnered with Mission Australia and the St Vincent de Paul Society in Sydney to bring yoga to people experiencing or at risk of homelessness.

Our yoga is aimed at equipping people with some simple skills through postures, breath and mindfulness that can help them manage feelings of stress, anxiety and build mental resilience. Our classes also provide a gentle, inclusive experience that helps participants relax and feeling calm.

PO Box 443, Cammeray, NSW 2062  
Phone: 0414 379 473  
[www.theyogafoundation.org.au](http://www.theyogafoundation.org.au)  
E [info@theyogafoundation.org.au](mailto:info@theyogafoundation.org.au)



WELLBEING

## STREET SOCCER

The Community Street Soccer Program, is a fun and exciting initiative of The Big Issue that uses the power of sport to change lives. Street Soccer promotes social inclusion and personal change for participants by providing support and promoting participation, inclusiveness, commitment and team spirit.

Street Soccer is open to males and females aged 16 years and above. Our players come from many walks of life, but all have been marginalised in some way. This could be through factors such as mental illness, homelessness, refugee status, drug and alcohol dependency, physical disability, long-term unemployment or family breakdown.

Get active and make new friends. It's completely free and open to everyone, regardless of whether you've played soccer before or not.

**SYDNEY Monday - 2:30pm-4:30pm**  
King George V Recreation Centre,  
Cumberland St, The Rocks NSW 2000

**PARRAMATTA - Thursday 3:30pm-5:30pm**  
Robin Thomas Reserve,  
corner of Harris & Macquarie St, Parramatta NSW 2150

Contact: Sam Clark  
E: [nswsoccer@bigissue.org.au](mailto:nswsoccer@bigissue.org.au)  
[bigissue.org.au](http://bigissue.org.au)



## ABORIGINAL LEGAL SERVICE 1800 765 767

The Aboriginal Legal Service provides free legal advice and court representation in criminal, family and children's care and protection legal matters for Aboriginal and Torres Strait Islander children, young people & adults.

8.30am to 5.30pm, Mon to Fri.  
Level 1, 619 Elizabeth St,  
Redfern NSW 2016

[info@alsnswact.org.au](mailto:info@alsnswact.org.au)  
[www.alsnswact.org.au](http://www.alsnswact.org.au)



## THE REDFERN FOUNDATION

The Foundation assists local community organisations that are operated primarily by and for Aboriginal people. Our aim is to help these key groups build the skills, strength and resilience they need to create sustainable, positive social infrastructure that in turn promotes social, educational and employment equity.

### MUDGIN-GAL

meaning 'Women's Place', offers support for women, girls and their young families through drop in, in-home family support, legal, medical and accommodation referral and educational and vocational support programs.

### BABANA MENS' GROUP

### THE TRIBAL WARRIOR ASSOCIATION

helps Aboriginal people gain employment qualifications in the maritime industries. It also provides them with recreational, social and educational opportunities that help revitalise traditional cultural values and, through its regular open-to-public cultural harbour tours, helps forge a vital link of appreciation, respect and understanding between Aboriginal and non-indigenous people.

313/148 Goulburn Street, Surry Hills NSW 2010  
[susiecarleton@mail.com](mailto:susiecarleton@mail.com)  
[www.redfernfoundation.org.au](http://www.redfernfoundation.org.au)

## BABANA ABORIGINAL MENS GROUP

The term Babana means 'brother' in the Dharuk language.

Babana is a brotherhood of both Aboriginal and non-Aboriginal men who are focused on working to improve the lives of the greater Sydney Aboriginal communities. Babana brings together Men from all walks of life that are committed to supporting and empowering each other, their families and their community, through

- Social empowerment
- Employment and economic empowerment
- Health and well-being
- Cultural engagement and empowerment

**(02) 9660 5012**

Benledi House  
 186 Glebe Point Road Glebe 2037, NSW  
[success@babana.org.au](mailto:success@babana.org.au)  
[www.babana.org.au](http://www.babana.org.au)



## 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)

**1800 686 587 OR 9569 3847**

Addison Road Community Centre  
Building 13, 142 Addison Road  
9:30am-5:00pm

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



## KARI

Building strength in Aboriginal families, communities and services. KARI is one of the largest Aboriginal Foster Care service providers in Australia, finding loving, accepting and respectful homes for Aboriginal children.

We offer community support in the following areas:

- **HOUSING** - assistance with accessing public housing, tribunal support, rental arrears, as well as the private rental market.
- **EMERGENCY RELIEF** - emergency relief for food hampers, hot meal services and utility assistance.
- **EMPLOYMENT** - assistance with resume writing, job search, job applications, as well as providing useful links to employment services.
- **EDUCATION, LEGAL & MEDICAL**

www.kari.org.au

KARI PENRITH: 02 8782 0300  
10/308 High St, Penrith 8.45am - 5.00pm

KARI LIVERPOOL: 02 8782 0300  
3/131-135 George st Liverpool 8.45am - 5.00pm

KARI ROSEBERY: 02 8782 0344  
1/128 Rothschild ave, Rosebery 8.45am - 5.00pm



## AUSTRALIAN INDIGENOUS HEALTH INFONET (08) 9370 6336

The Australian Indigenous HealthInfoNet's mission is to contribute to improving the health of Australia's Aboriginal and Torres Strait Islander people and assist in 'closing the gap' by facilitating the sharing and exchange of relevant, high-quality knowledge.

healthinfonet.ecu.edu.au  
healthinfonet.web@ecu.edu.au

We also run the following websites:

AUTRALIAN INDIGENOUS HEALTH BULLETIN  
healthbulletin.org.au

ALCOHOL & OTHER DRUGS KNOWLEDGE CENTRE  
aodknowledgementre.ecu.edu.au

TACKLING INDIGENOUS SMOKING  
tacklingsmoking.org.au

YARNING PLACES  
www.yarning.org.au



## AODCONNECT (phone app)

AODconnect is a national directory of alcohol and other drug treatment services for Aboriginal and Torres Strait Islander people.

The app allows you to find a service by state, territory and/or region through an interactive map of Australia; by alphabetical listing or postcode.

Searching in the app can be refined by selecting services:

- Focus - Indigenous, Mainstream with Indigenous focus, or Mainstream
- Treatment categories - counselling and referral, harm reduction and support groups, outreach, mobile patrols and sobering up shelters, residential rehab, withdrawal management, and young people.



## ANTI-DISCRIMINATION BOARD

### 1800 670 812

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

[adbcontact@justice.nsw.gov.au](mailto:adbcontact@justice.nsw.gov.au)  
[www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)

Another language? Call the Translating and Interpreting Service (TIS) on 131 450



## MINUS 18

### 0478 098 540

Australia's largest youth led organisation for 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

**1800 65 2010** (Rural freecall )  
**02 8594 9550** (Metro Support)

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



## ACON - 1800 063 060

We work to end HIV transmission among gay and homosexually active men, and promote the lifelong health of LGBTI people and people with HIV.

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. We also support sexual health, mental health, alcohol and drug use, safety and inclusion, domestic and family violence, ageing among other health issues.

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 (02) 9569 2366

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

This service supports 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 counselling and psychological support, education and training, employment, family support, legal assistance, health information, rural, regional support and school support.

Monday - Friday: 9am - 4.30pm

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



## TRIKONE



is a Sydney-based community organisation that provides social support and a safe, nurturing environment for gay, lesbian, transgendered, bisexual, intersex and queer (GLBTIQ) people of South Asian origin living in Australia. We regularly organise events, meet-ups and plan social outings as well as showcase South Asian talent to help nurture pride and confidence. AWARENESS. IDENTITY. COLLABORATION.

[trikone.org.au](http://trikone.org.au) [info@trikone.org.au](mailto:info@trikone.org.au) (02) 8541 6381

## BLACK RAINBOW 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 offer an advisory group to draw on both personal and professional experiences from across the LGBTIQX community.

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.

[www.blackrainbow.org.au](http://www.blackrainbow.org.au)  
[love@blackrainbow.org.au](mailto:love@blackrainbow.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.

We do this by:

- Referring individuals and organisations to relevant multicultural glbtqi groups,
- Being a point of contact for multicultural glbtqi individuals who are seeking support,
- Conducting and/ or supporting research activities specifically relating to multicultural glbtqi and,
- Providing assistance for both support and social activities undertaken by multicultural groups

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



**AGMC**  
 Australian GLBTIQ  
 Multicultural Council

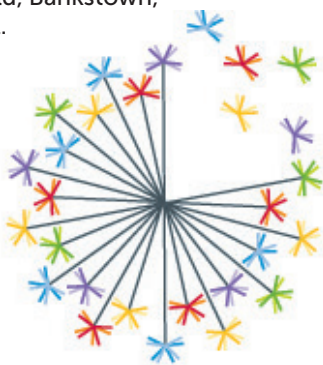
## SETTLEMENT SERVICES INTERNATIONAL (02) 8799 6700

Settlement Services International is a community-based not-for-profit organisation providing a range of services in the areas of refugee settlement, migrant support services, asylum seeker assistance, housing, multicultural foster care, disability support, employment services and youth support in NSW.

The Humanitarian Settlement Program (HSP) supports refugees from the moment they arrive at the airport, where SSI's culturally and linguistically diverse workforce ensures the first words new arrivals hear are 'welcome to Australia' in their preferred language.

We have offices in Ashfield, Bankstown, Parramatta and Liverpool.

Head Office:  
2/158 Liverpool Road  
Ashfield NSW 2131  
[info@ssi.org.au](mailto:info@ssi.org.au)  
[www.ssi.org.au](http://www.ssi.org.au)



## TELEPHONE INTERPRETER SERVICE 131 450 (FREE CALL) (24 hours, 365 days)

An interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

Our services enable non-English speakers to independently access services and information in Australia.

[www.tisnational.gov.au/en/](http://www.tisnational.gov.au/en/)  
Non-English-speakers



## SPARK SUPPORT (02) 9568 0280

SPARK supports newly arrived children and families of refugee background in partnership with primary schools in Western Sydney.

The key aim is that families and children from a refugee, asylum seeker and migrant background SETTLE WELL. Students attending our partner schools and their parents/carers can access SPARK service, such as English language resources, services to address settlement issues and aid in successful participation in Australian society.

[spark@vinnies.org.au](mailto:spark@vinnies.org.au)  
[www.spark.vinnies.org.au](http://www.spark.vinnies.org.au)



## SALVATION ARMY (13 72 58)



Have you recently arrived in Australia as a refugee? The Salvation Army is here to help you through what can be a stressful and confusing time.

FREE ENGLISH CONVERSATION CLASSES:  
(See our website for times)

- Parent's Café, Fairfield High School
- StreetLevel Surry Hills
- Fairfield Library
- Bankstown Salvation Army Corps
- Ryde Salvation Army
- Warrawong Library

[www.salvos.org.au/need-help/new-arrivals/](http://www.salvos.org.au/need-help/new-arrivals/)

## THE SOCIAL OUTFIT (02) 9550 3691

We're an independently-accredited, ethical trading social enterprise that provides employment and training in the fashion industry to people from refugee and new migrant communities in clothing production, retail, design and marketing.

THE

SOCIAL

OUTFIT

353 King St,  
Newtown NSW 2042  
[info@thesocialoutfit.org](mailto:info@thesocialoutfit.org)  
[thesocialoutfit.org](http://thesocialoutfit.org)

## METRO ASSIST (02) 9789 3744

Metro Assist provides a range of community services including migrant settlement, family support and early intervention, emergency relief, tenancy services, financial counselling and community development. From our origins as a Migrant Resource Centre, we have specialist knowledge of the experiences and needs of culturally and linguistically diverse communities. We hold a deep passion and commitment to advocacy and to promote diversity and social inclusion.

CAMPSPIC HEAD OFFICE  
Level 2, 59-63 Evaline Street Campsie  
[metroassist@metroassist.org.au](mailto:metroassist@metroassist.org.au)  
[www.metroassist.org.au](http://www.metroassist.org.au)



## ETHNIC COMMUNITIES' COUNCIL (02) 9319 0288

The peak body for all culturally and linguistically diverse communities. Our main activities are advocacy, community education and community development.

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

MIGRANT RESOURCE CENTRES DIRECTORY:  
[www.eccnsw.org.au/Links/Migrant-Resource-Centres](http://www.eccnsw.org.au/Links/Migrant-Resource-Centres)



## ASYLUM SEEKERS CENTRE (02) 9078 1900

The Asylum Seekers Centre is a place of hospitality and welcome. It is an oasis for many people, a safe place for those who have fled situations of great danger. We provide practical and individual support for people seeking asylum living lawfully in the community.

Mon - Fri 9am - 4pm  
43 Bedford Street,  
Newtown NSW 2042

[contactus@asylumseekerscentre.org.au](mailto:contactus@asylumseekerscentre.org.au)  
[www.asylumseekerscentre.org.au](http://www.asylumseekerscentre.org.au)



## REFUGEE COUNCIL OF AUSTRALIA (02) 9211 9333

RCOA is the national umbrella body for refugees and the organisations and individuals who support them. We are a small, not-for-profit organisation and rely on public financial support to continue our independent research, education and advocacy work.

[admin@refugeecouncil.org.au](mailto:admin@refugeecouncil.org.au)  
[www.refugeecouncil.org.au](http://www.refugeecouncil.org.au)



## HOUSE OF WELCOME (02) 9727 9290

The House of Welcome (HOW) is committed to serve refugees and people seeking asylum without discrimination. We recognise that this group of people, are in need of help and accompaniment, especially those who have been further traumatised by lengthy periods in Immigration Detention and the difficulties of settlement.

197 The Trongate, Granville NSW 2142  
[office@houseofwelcome.com.au](mailto:office@houseofwelcome.com.au)  
[www.houseofwelcome.com.au](http://www.houseofwelcome.com.au)



## THE BREAD & BUTTER PROJECT 1300 139 863

The Bread & Butter Project is an artisan bakery delivering handmade bread to the food lovers of Sydney.

100% of our profits are reinvested into baker training and employment pathways for refugees and asylum seekers. 100% of our graduates have gained employment.



36G Fitzroy St. Marrickville NSW 2204  
[info@thebreadandbutterproject.com](mailto:info@thebreadandbutterproject.com)  
[www.thebreadandbutterproject.com](http://www.thebreadandbutterproject.com)

## MY AGED CARE

### PH: 1800 200 422

MY AGED CARE can help you to find out about:

- The types of aged care services available
- Your eligibility for services
- Service providers in your area
- Costs you may need to pay
- Advocacy services
- How to make a complaint

Aged care services can link you with a provider – usually a charitable or religious organisation – to find better, more stable accommodation. Once this is organised, you might then be linked to other services to receive help at home or in the community.

ASSISTANCE WITH CARE AND HOUSING FOR THE AGED program (ACHA) provides care and accommodation services for people experiencing homelessness, with some homes specialising in caring for this group.

Mon-Fri 8am-8pm, Sat 10am-2pm  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au)



## NSW ELDER ABUSE HELPLINE

### PH: 1800 628 221

We provide information, support and referrals relating to the abuse of older people living in the community across NSW. We provide practical assistance and easy-to-understand information to older people, family members and frontline workers on ways to reduce and prevent abuse.

When you call, you will speak with a person who will help you:

- Identify what the you really want to achieve
- Develop a support and action plan
- Explore all possibilities
- Empower you or advocate for you
- Understand your rights and demystify some of the options (e.g. AVOs, Behavioural Management Orders, Community Treatment Orders, Powers of Attorney, Legal Support Services, and the Guardianship Division of the NSW Civil and Administrative Tribunal (NCAT))

Mon-Fri 8.30am - 5pm  
[www.elderabusehelpline.com.au](http://www.elderabusehelpline.com.au)



## FREDERIC HOUSE (02) 9310 2778

Frederic House is an aged care service providing a long-term home for approximately 60 men around inner Sydney. The residents are mainly older men, who are experiencing homelessness, relying on low pensions and are unable to live independently due to their medical and support needs. We are open all year round. Frederic House receives funding from the Department of Health and Ageing and NSW Health, with a dedicated team including six registered nurses.

We cater for men with high medical support needs, based on specific assessments to determine a match between a person's requirements and our facility. Men are referred to the service predominately from hostels and temporary accommodation and hospitals. Our service requires a payment that is a proportion of the pension. We hope to provide support for men who would not otherwise be able to access care.

182 Young Street, Waterloo in NSW

For more information please contact our reception on (02) 9310 2778 or via fax (02) 9310 1632.

[www.vinnies.org.au/page/Find\\_Help/NSW/Housing/Frederic\\_House/](http://www.vinnies.org.au/page/Find_Help/NSW/Housing/Frederic_House/)



**Vinnies**  
good works

## SENIOR RIGHTS SERVICE 1800 424 079

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

We also provide information sessions by request.

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

Seniors Rights Service: 1800 424 079

Office Hours 9am - 5pm

Interpreter Service (TIS): 13 14 50

(TTY users call 13 36 77,  
then ask for 02 9281 3600)

[info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)  
[seniorsrightsservice.org.au](http://seniorsrightsservice.org.au)



**SENIORS**



## NSW DOMESTIC VIOLENCE LINE (FOR WOMEN) 1800 65 64 63

The state-wide information and referral service for women experiencing domestic violence. 24/7  
The Domestic Violence Line is a NSW statewide telephone crisis counselling and referral service for women and persons who identify as female.

If you or your children are in danger call Emergency Triple Zero 000

Counsellors on the Domestic Violence Line can help you:

- Talk to the police and get legal help
- Get hospital care and family support services
- Obtain an apprehended violence order (avo)
- Develop a safety plan for you and your children
- Find emergency accommodation for you and your children

## WOMEN'S & GIRLS EMERGENCY CENTRE (02) 9319 4088

**CENTRAL SUPPORT:** Our Redfern office provides a personalised service to women and families who are homeless or at risk of homelessness - the first point of interaction for clients. Experienced intake staff and case managers determine which of our services and programs will best meet their housing and support needs.

**CRISIS ACCOMMODATION:** We operate three short term crisis accommodation facilities for women and families. Malachite House (inner city Sydney), Holly Lodge and Jeannie's (inner West)

**SUPPORTED TRANSITIONAL HOUSING:** WAGEC provides 34 transitional properties for families and a large ten-bed transitional property for single women. Our medium term supported accommodation offers women and families the stability of affordable housing before they transition to long term tenancies.

174 Redfern Street, Redfern NSW 2016  
Interpreter phone translation service: 13 14 50  
[www.wagec.org.au](http://www.wagec.org.au)



## DAISY APP

Daisy is an app developed by 180RESPECT to connect people experiencing violence or abuse to services in their local area. Daisy can be downloaded for free from iTunes or Google Play. Once the app is on your phone, you can use it to search for support services in your local area.

You can visit service websites from within the app, which means these sites won't show up in your browser history. This can help protect your privacy, especially if another person has access to your phone. Each listing includes information about opening times, how to get in touch and the services they offer.

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



## THE WOMEN'S HOMELESSNESS SUPPORT SERVICE (02) 9602 9160

The WHSS provides support to women who are experiencing homelessness or are at risk. The service has a strong focus on Aboriginal women and women from culturally and linguistically diverse backgrounds.

The service is funded by NSW Family and Community Services as a Specialist Homelessness Service which delivers services to single women over 18 years of age, without accompanying children, who are homeless, or at risk of homelessness.

The WHSS operates weekdays 9.00am – 4.30pm (excluding NSW public holidays).

General enquiries: (02) 9602 9160  
or [info@whss.org.au](mailto:info@whss.org.au)

[www.womenshousingcompany.org.au/homeless\\_women](http://www.womenshousingcompany.org.au/homeless_women)



## WOMEN'S LEGAL SERVICES NSW

A community legal centre providing women across NSW with a range of free legal services:  
[www.wlsnsw.org.au](http://www.wlsnsw.org.au)



**WOMEN'S LEGAL ADVICE LINE:**  
**1800 801 501 (02) 8745 6988**

Free confidential legal information, advice and referrals for women in NSW with a focus on family law, domestic violence and sexual assault.  
 Mon 9.30 - 12.30, Tues 1.30 - 4.30, Thurs 9.30 - 12.30

**DOMESTIC VIOLENCE : 1800 810 784**  
**(02) 8745 6999**

Monday 1.30 - 4.30, Tuesday 9.30- 12.30,  
 Thursday 1.30 - 4.30, Friday 9.30 -12.30

**INDIGENOUS WOMEN: 1800 639 784**  
**(02) 8745 6977**

Mondays, Tuesdays & Thursdays: 10am–12:30pm

**WORKING WOMEN'S LEGAL: (02) 8745 6954**

**CARE AND PROTECTION LEGAL ADVICE LINE:**  
**(02) 8745 6908**

**GENERAL ADVICE**

Please call LawAccess on 1300 888 529, Mon - Fri 9 -5

## YWCA HOMELESS SERVICES (02) 9285 6286

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.

Level 5, 66 Wentworth Avenue  
 Surry Hills NSW 2010  
[info@ywcansw.com.au](mailto:info@ywcansw.com.au)  
[www.ywcansw.com.au](http://www.ywcansw.com.au)



## LINKING HEARTS (02) 9786 4404



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. 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.

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

## MUSLIM WOMEN ASSOCIATION

The United Muslim Women Association is a community based welfare organisation that caters to the welfare, social, educational, religious and recreational needs of Muslim women of all backgrounds.

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



## LOU'S PLACE (02) 9358 4553

A safe place for women

The only daytime refuge for women in Sydney.

We're a unique, community-based refuge for women in crisis, homeless, feeling isolated or needing support.

Women can come to our terrace house in Kings Cross to rest, eat, shower, wash clothes and enjoy some company. Lou's Place is warm, friendly and supportive; a place where women can feel safe and relax.

We offer a range of activities and programs to build confidence, develop life skills and to have fun. Our services include crisis intervention, case management, referrals and legal advice.

182 Victoria St. Kings Cross  
Mon - Wed 9:30 – 4pm  
Thursday 11:00 – 4pm  
Friday 9:30 – 4pm

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



## LEICHHARDT WOMEN'S COMMUNITY HEALTH CENTRE - 9560 3011

Low-cost medical, allied and complementary health care and education to improve women's health. We aim to always respect a woman's circumstances and consider she is the expert on her own life experiences. We try to respond to her needs and wants in a confidential, safe, professional and approachable way.

Medical services include:

Acupuncture, Psychology, Physiotherapy, Naturopathy, Massage. Nurses and doctors on site.

Counselling and support groups:

Women Partners of Bisexual Men; Women who are adult survivors of childhood sexual abuse. Counselling is in English and Vietnamese.

- Medicare and Victims Services
- Legal advice clinics with Gowland Legal
- Girls Career Mentoring Program
- The Miranda Project

Leichhardt, Marrickville, Campsie, Lakemba, Rozelle.  
[www.lwchc.org.au](http://www.lwchc.org.au)



## GUTHRIE HOUSE (02) 9564 5977

To provide a holistic residential program for women involved in the criminal justice system and their accompanying babies, to successfully transition to the community.

For women 18 years and over. We accept women on methadone or buprenorphine treatment programs.

To be eligible for admission into Guthrie House a woman must meet the following criteria:

- Be involved in the criminal justice system
- Have a history or a current drug and alcohol issue
- Be homeless or at risk of homelessness

Guthrie House is a not-for-profit community based organisation funded by Corrective Services NSW, NSW Health, Family and Community Services (FaCS) and the Department of Health.

8am to 4pm weekdays  
[info@guthriehouse.com](mailto:info@guthriehouse.com)  
[www.guthriehouse.com](http://www.guthriehouse.com)

GUTHRIE  
HOUSE



## THE PERIOD PROJECT 0409 04 09 49

Caring for women, transmen and non binary people experiencing homelessness or fleeing domestic or family violence by providing sanitary products, help & support.

PERIOD PACKS contain: pads, tampons, wipes, hand sanitiser, disposable bags and a small treat, providing full menstrual care for a person sleeping rough.

info@sydneyperiodproject.org.au  
www.sydneyperiodproject.org.au

## SUPPORT THE GIRLS 0450 544 757

We provide women with bras, sanitary products, toiletries, new underwear. Our main focus is bras.

One of the goals of Support The Girls Australia is to ensure that we empower and encourage self-esteem and well being in women and girls by supplying them with the crucial items that they require to facilitate their overall health.

See our online calendar of events for where we'll be next:  
www.supportthegirls.com.au



SUPPORT THE GIRLS

## B MILES WOMEN'S FOUNDATION 1800 274 984 (INTAKE HOTLINE)

BMWF supports women living with a mental illness who are experiencing homelessness, or at risk of homelessness.



- A 24/7 inner city women's refuge
- Housing across Sydney where women can reside safely, while receiving support that promotes recovery.
- Access to clinicians, and a range of educational and social inclusion programs.

Supported Accommodation Office: (02) 9360 4881  
Outreach Service Office: (0)2 8036 5559  
www.bmiles.org.au

## MARY'S HOUSE (02) 8937 2094

Crisis accommodation for women and their dependent children escaping domestic violence in the Lower North Shore area, but its exact location is not publicised for security reasons.



A qualified social worker will address individual needs and support transition to more permanent accommodation.

40 Merrenburn Ave Naremburn NSW 2065  
info@maryshouse.org.au  
www.maryshouse.org.au

## DETOUR HOUSE FOR YOUNG WOMEN & GIRLS (02) 9660 4137

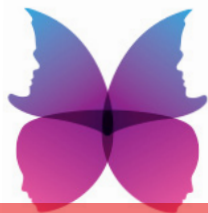
Detour House provides up to 15 months support to women recovering from drug and/or alcohol dependency and complex problems in their lives.

The Detour House program comprises a structured three month rehabilitation program in a large, comfortable house for up to seven women who are homeless or at risk of homelessness and wanting to recover from drug and alcohol dependency, and up to 12 months support for women who have graduated from the program and have moved into longer term housing.

The program is based on 12 Steps and is set in a safe and supportive women-only environment.

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.

[Staff@detourhouse.org.au](mailto:Staff@detourhouse.org.au)  
[detourhouse.org.au](http://detourhouse.org.au)



## THE GIRLS REFUGE (02) 9564 3638

The Girls Refuge empowers girls to become responsible and confident in a safe and comfortable home-like environment. We provide a foundation for girls to find stability so they are able to move on with their lives with freedom and choice.

We give priority to girls who are 13-15 years of age who are homeless or at risk of homelessness with complex needs, Aboriginal girls and young women, and girls and young women from culturally and linguistically diverse backgrounds.

The Girls Refuge staff provides support through weekly one-on-one meetings to address girls' individual needs. The service operates from a clear set of rules to ensure the safety of residents and staff.

We are part of a network of services for young people and we utilise these networks to assist girls and young women to secure longer term accommodation with support or, for older girls, independent living.

[info@girlsrefuge.org.au](mailto:info@girlsrefuge.org.au)  
[www.girlsrefuge.org.au](http://www.girlsrefuge.org.au)



## WOMEN'S COMMUNITY SHELTERS 1800 65 64 63

Women's Community Shelters ensures that more women who have become homeless will have access to short term (up to 3 months) emergency accommodation and support in a safe, comfortable and secure environment.

NORTHERN BEACHES WOMEN'S SHELTER  
(02) 9977 7772 [info@nbws.org.au](mailto:info@nbws.org.au)

HORNSBY KU-RING-GAI WOMEN'S SHELTER  
[hkws.org.au](http://hkws.org.au)

MANLY WOMEN'S SHELTER  
[www.manlywomensshelter.org.au](http://www.manlywomensshelter.org.au)

THE SANCTUARY – THE HILLS WOMEN'S SHELTER  
(02) 9680 2653

BAYSIDE WOMEN'S SHELTER  
<https://www.baysidewomensshelter.org>

For shelter admission outside business hours,  
please contact 1800 65 64 63 or 1800 152 152

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

**WOMEN'S  
COMMUNITY  
SHELTERS**

## HOPESTREET WOMEN'S SPACE (02) 8061 1555

Women's Space is about creating a safe space where women can access free and confidential professional support.

Our Open House is a drop in space that operates as a day-refuge, with showers, laundry facilities, lounge spaces, meals, and workshops. Women's Space operates from a trauma-informed care, strengths based and harm minimisation approach. We offer free counselling, as well as case management with qualified social workers. Women's Space supports sex workers and women involved in the sex industry, transgender women, and women experiencing marginalisation or in other vulnerable situations.

For support call 02 8061 1555, text 0432 557 091,  
or email [w2@baptistcare.org.au](mailto:w2@baptistcare.org.au)

[hopestreet.org.au/women-s-services](http://hopestreet.org.au/women-s-services)

  
**BaptistCare**  
**HOPESTREET**



## LINK 2 HOME 1800 152 152

A 24/7 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.

## LIFELINE 13 11 14

Lifeline is a 24 hour, 7 days a week access to crisis support and suicide prevention services.

People call Lifeline's 24 hour crisis line 13 11 14 about:

- Suicidal thoughts or attempts
- Personal crisis
- Anxiety
- Depression
- Loneliness
- Abuse and trauma
- Stresses from work, family or society
- Self-help information for friends and family



## KIDS HELP LINE 1800 55 1 800

A free, 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. You can also call us if you're dealing with a family member with mental health issues. We care and we listen, any time, for any reason.

[www.kidshelp.com.au](http://www.kidshelp.com.au)  
24hours, 7 days per week.

## CHILD PROTECTION HELPLINE 13 21 11

A 24 hours a day, 7 days a week, statewide call centre staffed by professionally qualified caseworkers to receive and screen all reports about suspected abuse or neglect of a child or young person or those at risk of harm from abuse or neglect.

Community Services is mandated under the Children and Young Persons (Care & Protection) Act 1998 to conduct assessments and protective investigation of reports of cases of child abuse and neglect.

## eHEADSPACE 1800 650 890

If you're going through a tough time, eheadspace can help.

A confidential, free and secure space where young people 12 - 25 can chat, email or speak on the phone with a qualified youth mental health professional.

Call us if you are:

- Not feeling quite right
- Having a hard time or break up with friends
- Worried about your mental health
- Feeling depressed or anxious
- Feeling isolated or alone
- Worried about your drug and/or alcohol use
- Worried about work or study issues
- Worried about a friend or a family member

eheadspace welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.

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

9am - 1am, 7 days a week

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



## REACH OUT

Provides an online mental health service for young people 15 to 24 years old who are experiencing difficulties in any aspect of their lives or who are at risk of self-harm and are unsure of where or how to get assistance.

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.

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

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

[info@reachout.com](mailto:info@reachout.com)

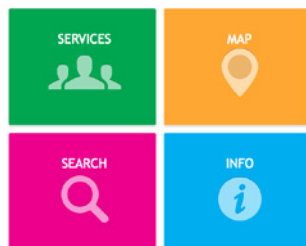


## THE YOUTH POINT - DIRECTORY

The Youth Point is a comprehensive mobile youth services directory featuring agencies who provide services to young people in NSW. The website acts as a point of contact for young people looking for assistance with accommodation, health services, case management, legal supports or employment/education.

- Aboriginal services
- Accommodation
- Case work / Counselling
- Community / Neighbourhood Centre
- Disability
- Early Intervention
- Educational / Vocational
- Emergency Food and Clothing
- Employment
- Family support
- GLBTIQ
- Health
- Legal
- Multicultural
- Outreach
- Police Service NSW
- Recreational
- Sexual Assault
- Young parents
- Youth Centre

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



## CARETAKERS COTTAGE - BONDI YOUTH REFUGE (02) 9389 0999

We are a crisis refuge for young people 13 - 17 years old. A safe place to stay for up to 3 months, we help you move on to longer-term or independent accommodation and help you stay on track going forward.

Youth Work Team:  
7am-11pm, every day  
96 Bondi Road, Bondi  
[info@caretakers.org.au](mailto:info@caretakers.org.au)  
[www.caretakers.org.au](http://www.caretakers.org.au)



## #HOMELESSKIDSMATTER: YOUTH REFUGE DIRECTORY (APP)

HomelessKidsMatter is a mobile app listing all homeless shelters for teens in Sydney and NSW. The app also includes child protection agencies, emergency numbers, early intervention services.

[www.caretakers.org.au/web-app](http://www.caretakers.org.au/web-app).



## 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

Free legal advice for children and young people 18 years old or younger who have committed, or who are suspected of having committed, a criminal offence.

9am to midnight weekdays,  
24-hour service weekends and public holidays.

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

## NATIONAL CHILDRENS & YOUTH LAW CENTRE - LAWSTUFF (02) 9385 9588

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.

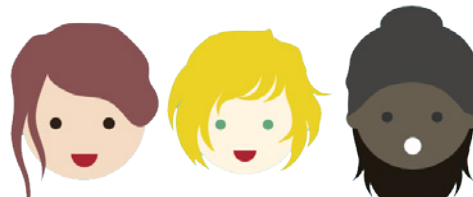
National Children's & Youth Law Centre

Phone: (02) 9385 9588

Fax: (02) 9385 9589

Email: [admin@ncylc.org.au](mailto:admin@ncylc.org.au)

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



## WEAVE YOUTH & COMMUNITY SERVICES (02) 9318 0539

A drop in support centre for youth aged 12 to 25.

- Family and general counselling, with male or female counsellors, for issues such as grief & loss, sexual assault and drug & alcohol abuse.
- Specialist casework & counselling for people with mental health and/or drug & alcohol problems.
- Legal advice, casework & court support for adults & juveniles; post-release support for juveniles; and court reports & assessments.
- Advocacy and referral for housing issues.
- A drug and alcohol harm-minimisation program.

Outreach home visits are available in Sydney, south Sydney and Botany.

The centre also helps Aboriginal and non-English-speaking people.

Cnr Elizabeth & Allen Sts, Waterloo, NSW, 2017  
[www.weave.org.au](http://www.weave.org.au)



## Y FOUNDATIONS (02) 8306 7900

Yfoundations supports young people who are at risk of and experiencing homelessness. We work collaboratively with NGOs, government departments and community members, to provide policy and structural advocacy, services for young people, health projects, and research and sector development.

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

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: [yfoundations.org.au/need-help/search-for-homelessness-services/](http://yfoundations.org.au/need-help/search-for-homelessness-services/)

10 Stokes Ave, Alexandria, NSW 2015  
[admin@yfoundations.org.au](mailto:admin@yfoundations.org.au)  
[www.yfoundations.org.au](http://www.yfoundations.org.au)



## YOUTH OFF THE STREETS

### 1800 06 22 88

Short-term residential accommodation, respite, education, outreach and community support programs for children and young people 12 to 25 years old 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.

**"THERE IS NO SUCH THING AS A BAD KID, ONLY BAD CIRCUMSTANCES"**

- Father Chris Riley, CEO and Founder

1800 06 22 88  
PO Box 6025 Alexandria NSW 2015  
info@youthoffthestreets.com.au  
www.youthoffthestreets.com.au



## CREATIVE YOUTH INITIATIVES

### (02) 9356 8897

Creative Youth Initiative is a unique service that provides free creative programs for young people aged 16-25 who are facing many and varied challenges in their lives, such as homelessness, mental health issues, substance abuse, family breakdown, unemployment, poor educational experiences.

Two semester-long programs run concurrently:

**Sounds of the Street** - a 20-week TAFE accredited music course that teaches students to compose, perform and record their own music or learn an instrument. The students' music is professionally mixed and mastered with students performing their compositions at the annual album launch.

**Artworks!** is a six-month visual arts program. Students explore and experiment with various mediums including painting, sketching, sculpture, life drawing, spray art and graphic design. Works are exhibited in an annual art exhibition and students often receive commissions from public and corporate entities.

19 Denham St, Surry Hills,  
www.missionaustralia.com.au  
cyi@missionaustralia.com.au  
Mon-Fri 9-5

## NOFFS FOUNDATION 1800 151 045

Disadvantaged and disconnected young people and those from indigenous and culturally diverse backgrounds are our focus. Our particular expertise is in the treatment of young people with drug and alcohol problems.

**PALM** - Program for Adolescent Life Management  
3 month residential program for young people aged between 14-18 with acute substance use difficulties.

**INDIVIDUAL AND FAMILY COUNSELLING** - counselling service for young people 12 - 25 years of age who have difficulties with alcohol or drug use.

**SCHOOL COUNSELLING SERVICE** - support for secondary school students with alcohol or other drug issues.

**ASK!** - A Free Legal Service for young people 14 - 21 who seek help with legal matters. Provided pro bono by Mallesons. Call 83 83 66 27

(02) 9305 6600  
team@noffs.org.au  
noffs.org.au  
PO Box 120 Randwick NSW 2031



## THE STREET UNIVERSITY (02) 8886 2800

Opened in December 2008 by international hip hop group "Public Enemy" and run in conjunction with the UNSW, it's a place where young people are able to walk in off the street and take courses in anything from basketball to biology. With full size classrooms, full size basketball court, music studios where young people can write and record their own music and a cafe run by young people and their families.

Learn Hip hop music, dance, BBoy, song writing and studio recording. Develop beats, lyrics & song writing and record in the studio.

[www.streetuni.net](http://www.streetuni.net)

**LIVERPOOL**  
1 Speed Street Liverpool  
(02) 8785 8000  
streetuniversity@noffs.org.au

**MT DRUITT**  
Suite 1, Level 1, 11 Cleeve Close  
Mt Druitt  
(02) 8886 2800  
dubucj@noffs.org.au



## CHILDWISE 1800 991 099

### 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  
Monday-Friday, 9am-5pm  
[helpline@childwise.org.au](mailto:helpline@childwise.org.au)  
[www.childwise.org.au](http://www.childwise.org.au)



## GLEBE YOUTH SERVICE 0410 606 253 (02) 9552 2873

### DO YOU NEED HELP?

Coping with drug use, legal stuff, family troubles, problems at school, help with work, hassled by debts, feel isolated and scared or disconnected... we can offer a safe environment where you can receive confidential, individual support.

- Support Services
- After Dark
- Healthy Eating
- Pathways
- Girls Who Box
- Teentime
- Girlzone
- Homework Club
- Hoops
- Boyzone
- Special Programs
- Hip hop workshop

Monday – Friday 9.30am to 5.30pm  
84 Glebe Point Road GLEBE NSW 2037  
[info@glebeyouth.org.au](mailto:info@glebeyouth.org.au)  
[www.glebeyouth.org.au](http://www.glebeyouth.org.au)





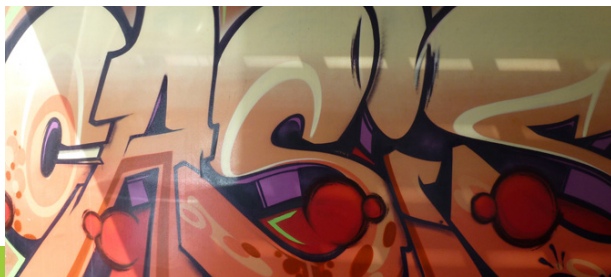
## OASIS YOUTH SUPPORT & DROP-IN CENTRE SALVOS (02) 9331 2266



Crisis accommodation, outreach support and brokerage service for young people 16- 21 years old who are homeless or at risk of homelessness. Case management, education and counselling are also available. We have over 20 programs for homeless young people that give hope, help and opportunities to turn their lives around.

The Drop-In Centre provides a safe place for young people to hang out, have breakfast with their friends, shower, do their laundry, use the computer to do work, listen to music or reconnect with family and friends.

Monday – Friday 8.30am -10.30am.  
365 Crown Street Surry Hills NSW 2010  
[oasisysn@aue.salvationarmy.org](mailto:oasisysn@aue.salvationarmy.org)  
<http://salvos.org.au/oasis>



## LAUNCHPAD YOUTH COMMUNITY (02) 9557 2810

SYDNEY YOUTH HOMELESSNESS HUB supports 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.



SYDNEY YOUNG PARENTS PROGRAM  
is a service for young parents (under 25 years) and their children who are homeless or at risk of homeless, and pregnant young women.



9-5 Mon-Friday  
8-10, 654-670 King St.  
Erskineville, NSW, 2043  
[admin@launchpadyouth.org.au](mailto:admin@launchpadyouth.org.au)  
[www.launchpadyouth.org.au](http://www.launchpadyouth.org.au)



## TALDUMANDE YOUTH SERVICES & CRISIS ACCOMMODATION (02) 9460 3777

If you are homeless or having problems with drugs and alcohol, mental health, school or family and need support, we'll be here for you. No matter what's going on in your life, you're not alone. We're here to give you a safe place to stay and provide all the support you need to get back on your feet. No matter how big or small the problem is, if you want support we can help.

Taldumande is a not-for-profit organisation that supports vulnerable and homeless children, young people aged 12-21 years and their families.

We operate the only 24/7 crisis refuge for young people in Northern Sydney and offer supported accommodation and community programs that provide a streamlined pathway, from homelessness and family breakdown, to independence and stability.

168 Pacific Highway  
North Sydney NSW 2060  
[administration@taldumande.org.au](mailto:administration@taldumande.org.au)  
[www.taldumande.org.au](http://www.taldumande.org.au)



## PHOENIX HOUSE (02) 9437 0077

Phoenix House provides early intervention and support services to the most challenged young people living in Sydney and delivers life changing outcomes. Phoenix House provides a fully integrated, wrap around service model.

We work with young people and their families to improve family relationships. Positive family support has a significant impact on a young person's success in life. Phoenix House provides a safe place that "holds" the individual in a contained and caring way allowing for their natural growth and development. Our role is to be there for them, to listen, be reliable, consistent and genuine, honest and open. We challenge their lack of self-belief and support them to develop a strength-based view of themselves and build a positive outlook for their future.

10 Holtermann Street,  
Crows Nest NSW, 2065  
[www.phoenixhouse.org.au](http://www.phoenixhouse.org.au)



## STREETWORK (02) 9419 7559

StreetWork is a community organisation working with 'at risk' young people affected by crime, mental health issues, violence, destructive relationships, social isolation, homelessness, those disengaged from school or with poor employment opportunities and those impacted by alcohol and substance abuse, to turn their lives around.

At StreetWork we seek to give 'at risk' young people the same opportunities as their peers .. that is to grow, to achieve their dreams and to develop as a person with high self-esteem.

Our flagship program, is a one-on-one mentoring which we call KickStart, which aims to help you turn your life around.

Mon-Fri: 10am - 6pm  
0403 548 872 (After Hours)  
Level 1, 10 Clanwilliam St,  
Willoughby NSW  
[info@streetwork.org.au](mailto:info@streetwork.org.au)



## YOUR MOVE...

HOUSING CHOICES FOR YOUNG PEOPLE

### HOUSING OPTIONS FOR YOUNG PEOPLE

Great info on when to move out, where to go, what to expect, how to find shelter and other accommodation options.



[www.caretakers.org.au/youth-refuge-directory](http://www.caretakers.org.au/youth-refuge-directory)

You can also download the app:

### #HOMELESSKIDSMATTER APP

The app includes all homeless shelters for teens in Sydney & NSW.

