

your guide to
services for
homeless people



Table of contents

General Helpline	2
General Services for Young People	2
General Services for Women and Children	2
General Services for Aboriginal and Torres Strait Islander People	3
Emergency Accommodation	3
Accommodation for Young People	4
Accommodation for Women	6
Aboriginal and Torres Strait Islander Accommodation	7
Accommodation for Men	9
Long Term Accommodation	9
Meals and Clothing	10
Drop-in Services	12
Case Management	12
Emergency Health Care	13
Emergency Mental Health Care	14
General Health Care	15
General Mental Health Care	16
Health Care for Women	17
Centrelink	17
Medicare	18
Legal Services	18

General Helpline

Link2Home

(replaced Homeless Person Information Centre and Y Connect)

Phone: 1800 152 152

Hours: Available 24 hours a day, 7 days a week.

State-wide telephone service for homelessness enquiries in NSW. Generalised information on a range of issues facing homeless people. Offering localised referrals for men, women and children, including information about local services, assessments for emergency accommodation specialist homelessness services, support services. From 9am to 10pm, Link2Home provides information, assessments and referrals to homelessness services. After these hours, Link2Home will provide information and assessment only and will refer to emergency services if required.

2

General Services for Young People

Link2Home (above)

General Services for Women and Children

Manly Warringah Women's Resource Centre

Phone: 9971 4499

Hours: 8.30am-5pm, Monday to Friday

Area: Manly Warringah

Women's service providing information, advice, advocacy and referrals for homeless women in the Northern Sydney Area. Includes short-term accommodation for women unaccompanied by children, counselling, crisis intervention and case management, family support services, access to medical care, culturally appropriate care, life skills, budgeting and job assistance. * Inclusive of all women except those currently pregnant.

General Services for Aboriginal and Torres Strait Islander People

Aboriginal Corporation for Homeless & Rehabilitation Community Services

Phone: 9799 8446

Hours: 24 hours a day, 7 days a week

Location: 118 Victoria Street, Ashfield

Telephone help-line service, offering support and referrals for Aboriginal people who are homeless or facing homelessness. Offers specific assistance for women and children, as well as accommodation, furniture and clothing for those who are in need.

Neami: Aboriginal Assertive Outreach Program

Phone: 9798 2111

Location: Ashfield

Works with Aboriginal and Torres Strait Islander people who are rough sleeping or experiencing chronic homelessness to access housing, health services and obtain other services and support.

Emergency Accommodation

Mission Australia (MA Housing)

Phone: 1800 269 672

Hours: 9am-5pm Monday to Friday and 1pm-5pm, Wednesday

Housing support service for chronically homeless people living in the inner-city. A number of services come together to assist homeless people to overcome the barriers they face in securing and sustaining accommodation. Referrals can be made via email, and all applicants must meet the eligibility criteria to be considered.

The Salvation Army Salvos Care Line

Phone: 1300 36 36 22 (National)

8736 3293 (Sydney)

Hours: 24 hours a day, 7 days a week

Telephone counselling, information and referral providing services to adult men and women, women with children, families and youth. Provides a range of secure accommodation options in a number of confidential locations, encompassing crisis, transitional and long term accommodation, including community housing through Salvos Housing, as well as outreach support to people. Also provides other services such as financial support, legal aid, support for domestic violence, healthcare, food and clothing and assisting with the needs of children; including childcare facilities and case management.

Accommodation for Young People

Taldumande Youth Services

Phone: 9953 1765

Hours: 9am-5pm, Monday to Friday

(enquiries outside office hours will be returned within a 24 hour period)

Address: Suite 201, 40 Yeo Street, Neutral Bay

Taldumande Youth Services provides a range of accommodation and support options for young people aged 15-22 years on the North Shore. They provide short and medium term accommodation, case management and support, aftercare, outreach and early intervention support services to families, as well as financial assistance provided to clients.

Burdekin Association

Phone: 9953 1765

Hours: 9am-5pm, Monday to Friday

Address: Suite 6 and 7, 2 Victor Road, Brookvale

A range of safe and secure medium-term accommodation and support for young people aged 12-21 years in the Northern Beaches area. Open to both males and females, with support for early intervention, a family support program and a community care program.

Phoenix House Youth Services

Phone: 9437 0077

Hours: 9.30am-5.30pm, Monday to Friday

(leave message for service outside of these hours)

Address: 10 Holtermann Street, Crows Nest

Specialist youth service targeting people 12-24 years old who are either homeless or at risk of homelessness. They offer a range of youth accommodation including crisis and medium term accommodation, individual and family counselling, employment and training opportunities, independent living skills programs, social and physical activities, legal support, outreach and aftercare, as well as advocacy for mental health and drug and alcohol issues.

Northern Sydney Youth Support Service

Phone: 9809 7850

Hours: 9.30am-4.30pm, Monday to Friday

Email: admin@nsyss.org

Mail: PO Box 278, Ryde 2112

Address: 176-178 Blaxland Road, Ryde

The service provides supported medium to long-term accommodation, referral, advocacy, case management, counselling, living skills programs and a variety of other programs in cooperation with other community service providers. Must be in full time employment or education (or combination of both).

Twenty10

Phone: 8594 9550

Address: Level 1, 45 Chippen Street, Chippendale

Organisation working with and supporting young people of diverse genders, sexes and sexualities, their families and communities. Twenty10 is a free and confidential service. Offers information, referrals, support and advocacy, case management, counselling, drop in centre (Newtown), groups and projects and accommodation for ages 12-26.

Accommodation for Women

Domestic Violence Line

Phone: 1800 656 463

Hours: 24 hours a day, 7 days a week

6

State-wide service that provides telephone counselling, information and referrals for women who are experiencing or have experienced domestic violence. The Domestic Violence Line makes referrals to women's refuges, family support services, counselling, the police and courts, lawyers and hospitals. By calling this number, women and children can be directed to accommodation vacancies in their area, transport and other relevant support.

Delvena Women and Children's Refuge

Phone: 9428 4929

Hours: 8am-5pm, Monday to Friday

Email: delvena@delvena.org.au

Area: Northern Sydney

Provides confidential and secure accommodation and support to women and children escaping situations of domestic violence. The service offers crisis accommodation as well as case management, advocacy and referrals for clients and their families.

Hornsby Ku-ring-gai Women's Shelter

Phone: 8411 2046

Web: hornsbykuringgaiwomensshelter.com.au

Provide temporary supported accommodation for women in times of crisis such as homelessness and/or domestic violence. Provide a safe, non-threatening environment for women that will assist them through their emotional and physical crisis.

Aboriginal and Torres Strait Islander Accommodation

Aboriginal Housing Office

Phone: 8836 9444, Free call 1800 727 555

Hours: 9am-5pm, Monday to Friday

Address: Level 6/33, Argyle Street, Parramatta

This service provides housing advice, referral and specialist information to the Aboriginal community across New South Wales. This service provides a range of housing services including crisis accommodation, transitional housing, social housing, co-operative housing, affordable housing and home-ownership programs.

Chicka Dixon Hostel

Phone: 9747 4198

Address: 90 Liverpool Road, Enfield

Provides affordable and safe accommodation to Indigenous Australians. Includes access to health services, education, legal advice and employment opportunities.

Aboriginal Hostels Limited (NSW Regional Office)

Phone: 9310 2777

Email: sydney@ahl.gov.au

Address: Level 5, 126-140 Chalmers Street, Surry Hills

Aboriginal Hostels Ltd provides temporary accommodation to Aboriginal and Torres Strait Islander people for reasons such as medical treatment, tertiary education, secondary education, homelessness and aged care.

Biala Aboriginal Hostel for Girls (secondary accommodation)

Phone: 9905 2200

Hours: 24 hours, 7 days a week

Email: biala.hostel@ahl.gov.au

Address: 38 Lyly Road, Allambie Heights

Aboriginal Hostels Limited (AHL) provides affordable accommodation to assist female secondary education students to attend school and achieve their educational goals. Ages 12 to 18, female only. Young persons must be enrolled in an educational facility to use these services.

Jack Walker Centre (Aboriginal Corporation for Homeless & Rehabilitation Community Services)

Phone: 9799 8446

Hours: Monday to Friday, 7am-10pm

Address: 118 Victoria Street, Ashfield

Social welfare services and short term crisis accommodation for Aboriginal and Torres Strait Islander women and children. Telephone help-line service, offering support and referrals for Aboriginal people who are homeless or facing homelessness. Offers specific assistance for women's and children, as well as accommodation, furniture and clothing for those who are in need.

Accommodation for Men

Fairlight Centre

Phone: 9949 1832

Hours: 24 hours, 7 days a week

Address: 9 Fairlight Street, Manly

The centre supports men over 18 years, who are dealing with alcohol or drug misuse and may be particularly vulnerable to homelessness. Early intervention service provides onsite accommodation and personalised case-management for clients including developing plans for health, housing, education and life skills.

Long Term Accommodation

Housing Contact Centre

Phone: 1300 468 746

Hours: 24 hours a day, 7 days a week.

State-wide telephone service for clients of Housing NSW, or those seeking general information about services.

Housing NSW Ryde Office

Phone: 9809 8444

Hours: 8.30-4.30pm, Monday to Friday

Address: Level 2, 3-5 Anthony Road, West Ryde

Social housing assistance for people in the Hornsby area. Services include: general housing, crisis and emergency accommodation and services for renting privately. Clients can lodge application in person or by mail. To secure emergency housing within opening hours, clients need to attend the office.

Process of referral for housing:

- Referral form outside service highly regarded, but not necessary
- Complete forms and provide documents for application
- 2 forms of identification; 1 determining citizenship
- Proof of income or Centrelink statements
- Supporting letter needed for special consideration
- To lodge forms, attend Ryde office or post to address
- Assessment of need will determine the outcome

Link Housing Limited

Phone: 9412 2779

**Hours: 9am-4.30pm, Monday, Tuesday, Thursday
1pm-4.30pm, Wednesday
9am-4pm, Friday**

Address: Level 12, 815 Pacific Highway, Chatswood

Secure affordable, long term rental accommodation for low income earners. To gain access to this service, clients must meet Housing NSW eligibility criteria. Clients are housed as per waiting lists, with information and referrals also available. This service does not provide emergency housing. Special considerations must be lodged through Housing NSW.

Meals and Clothing

St Johns Uniting Church "The Dish"

Phone: 9847 2941

Hours: 6pm-7.30pm Friday

Web: stjohnswahroonga.org/service/dish

**Address: Hornsby Park 203 Peats Ferry Road,
(formerly Pacific Highway) Hornsby**

Mobile food service providing a three course meal to homeless people in the Hornsby area. Offers soup made with fresh vegetables, fresh fruit and a fresh bread roll. Also provides clothing as necessary.

Prouille Catholic Primary School “The Dish”

Phone: 9489 3233

Hours: 6pm-7.30pm Tuesday

Address: Hornsby Park, 203 Peats Ferry Road (formerly Pacific Hwy), Hornsby

This service utilizes ‘The Dish’ facilities, providing a food service to homeless people in Hornsby. The program runs on a weekly basis, offering a similar meal to the Friday night service.

Hornsby Catholic Parish

Phone: 9483 2300

Hours: 6pm, Wednesday

Address: 27 Yardley Avenue, Waitara

This service provides a community dinner for those seeking a meal. The dinner takes place in the Nulty Room, located beside the cathedral.

St Marks Anglican Church and Berowra Baptist Church

Phone: 9456 4498 (St Marks)

Hours: 12.30pm, First and third Sunday of every month

Address:

First Sunday of the month – Hornsby Park, 203 Peats Ferry Road (formerly Pacific Hwy), Hornsby

Third Sunday of the month – McKell Park, 12 Dangar Road, Brooklyn

This service provides a free lunch to homeless people in the Hornsby and Brooklyn areas once a month in each location.

Drop-in Services

St Vincent De Paul Society Assistance/ Referrals Centre

Phone: 9477 5010 ext: 3 (welfare)

Hours: 10am-2pm, Monday to Friday

Address: Interview Referral Office, 41 Jersey Street, Hornsby

Crisis relief and care for homeless men, women and children in the Hornsby area. Services include meals, clothing, blankets, shower facilities, vouchers for rail, food and telephone and referrals for those seeking accommodation and other assistance.

Hornsby Community Welfare Centre (Salvation Army)

Phone: 9477 1133

Hours: 9.30am-2.30pm, Monday, Wednesday, Friday

Address: 29-31 Burdett Street, Hornsby

Crisis support for homeless persons including food vouchers, train tickets, bedding and clothing and one-off crisis payments. No longer offers 'drop-in' shower facilities.

Case Management

CatholicCare Diocese of Broken Bay, Accommodation and Housing

Phone: 9488 2400

Hours: 8.30am-5pm, Monday to Friday

Email: waitarafamilycentre@dbb.org.au

Address: 29 Yardley Avenue, Waitara

Case management, advocacy and support for families with children under 18 years of age in the Hornsby/Ku-ring-gai area, experiencing homelessness or are at risk of homelessness. Families who may be considered for the Supported Accommodation Program include families with children, women with accompanying children or men with accompanying children. Also includes women in their 3rd trimester of

pregnancy. Clients can be self-referrals or referred by other agencies. All clients referred are assessed for eligibility, placed on a register and contacted when a vacancy becomes available. Note: this program is not a crisis accommodation program.

Mission Australia Clifton Adolescent and Family Support (CAFS)

Phone: 9482 1366

Hours: 9am-5pm, Monday to Friday

Email: cafs@missionaustralia.com.au

Address: Level 1, 1 Coronation Street, Hornsby

An early intervention service that supports young people who are at risk of homelessness or who have recently left their family home. Free service for young people aged 12-24 years old and their families/carers aiming to strengthen family relationships where possible and positively change young lives. Offers confidential counselling and support for individuals, case management counselling and support for families, group work programmes, information, referrals, practical assistance.

Emergency Health Care

Hornsby Ku-ring-gai Health Service Emergency Department

Phone: 9477 9530 or 000 (emergency)

Hours: 24 hours a day, 7 days a week

**Address: Hornsby Ku-ring-gai Hospital Campus, Palmerston Road, Hornsby
(entrance is on the right hand side of the building, with parking available in front).**

Open to all members of the public who seek medical treatment.

Emergency Mental Health Care

Psychiatric Emergency Care Centre (PECC) Hornsby Ku-ring-gai Hospital

Phone: 9477 9091 or 000 (for urgent cases)

Hours: Open 24 hours a day, 7 days a week

Address: Located within the Emergency Department - Hornsby Ku-ring-gai Hospital Campus, Palmerston Road, Hornsby (entrance is on the right hand side of the building, with parking available in front).

PECC is a short stay mental health unit (up to 48 hours) for anyone experiencing a mental health crisis who would benefit from a short period of intensive support to help stabilise their mental health.

Providing an opportunity for assessment, close observation and treatment to support clinical stabilisation. Follow up after discharge from this unit is provided by the Acute Care Team.

14

The Salvation Army Crisis Line

Phone: 8736 3295

Hours: 24 hours a day, 7 days a week

Telephone counselling service for people facing a crisis in their lives, especially those encountering suicidal thoughts.

Lifeline Crisis Support

Phone: 131 114

Hours: 24 hours a day, 7 days a week

Web: lifeline.org.au

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Trained telephone crisis supporters will answer your call, listen to your situation, provide immediate support, assist to clarify options and choices available to you as well as providing you with referral information for other services in your local area.

Kids Helpline

Phone: 1800 55 1800

Hours: 24 hours a day, 7 days a week

Free counselling service for children and young people aged between 5 and 25 years. Counselling is offered by phone, email and via the web. The service aims to empower young people by assisting them to: develop options, identify and understand the consequences of a particular course of action, facilitate more productive relationships with family and friends and provide information about local support services.

General Health Care

Hornsby Station Medical Practice

Phone: 9477 6000

Hours: 8am-8pm, Monday to Friday

8am-6pm, Saturday

Address: 165 Peats Ferry Road (Formerly Pacific Highway), Hornsby

General medical care that is bulk-billed, including physiotherapy and psychology. Some doctors and staff are also fluent in Cantonese, Mandarin and Malay.

Hornsby Medical Centre

Phone: 9476 6767

Hours: 8.30am-7pm, Monday to Friday

9am-1pm, Saturdays

10am-2pm, Sundays

Address: Westfield Hornsby, Level 1, Shop 1043, Corner Florence Street and Hunter Street, Hornsby

General medical care that is bulk-billed for Medicare and concession card holders.

Hornsby Ku-ring-gai Health Service Brooklyn Community Health Centre

Phone: 9985 7717

**Hours: 8.30am-5pm, Monday to Thursday
9am-12.30pm, Friday**

Address: Corner Dangar Road and Brooklyn Road, Brooklyn

Clinical and program based services for the Brooklyn community. Staffed by doctors, nurses, psychologists and physiotherapists, who offer health and hygiene assistance to the homeless. Patients must hold a current Medicare card to receive support and a current Health Care card to receive a wide variety of assistance to the community, including those experiencing homelessness. Appointment necessary.

General Mental Health Care

16

Northern Sydney Local Health District - Mental Health Drug and Alcohol

Phone: 9887 5589 or 1800 011 511 (Emergency Helpline 24/7)

Hours: 9am-5pm, Monday to Friday

**Address: Ground Level, Cameron Building, Macquarie Hospital,
Wicks Road, North Ryde (Head office)**

Offers contacts to a range of mental health and drug and alcohol support services. People are welcome to call this number for information and advice. They will be directed to the appropriate services in their local area.

Hornsby Ku-ring-gai Mental Health Service

Phone: 9466 9520 or 1800 011 511 (Mental Health Telephone Access Line)

Hours: 24 hours, 7 days a week

**Address: Hornsby Community Mental Health Team, Palmerston Centre,
Gate 6a, Level 2 Derby Road, Hornsby**

Care for adults whose mental health is compromised due to mental illness/disorder, distressing life events or disruptions in their usual coping skills. Services include case management, family support, counselling, assessment, treatment, referral and crisis intervention.

Health Care for Women

Hornsby Ku-ring-gai Hospital Maternity Services

Phone: 9477 9123

Hours: 24 hours a day, 7 days a week

Address: Hornsby Ku-ring-gai Hospital, Palmerston Road, Hornsby

Pregnancy care options dependent on the women's health needs and choice including midwives clinic, Midwifery Group practice, Obstetric and Medical Specialist Clinics, Post-Partum Midwifery Support Program. For pregnant women and their families. Must be referred by GP.

Centrelink

Disability, Sickness and Carers Line

Phone: 13 27 17

Hours: 8am-5pm, Monday to Friday

Information and assistance for people claiming or intending to claim disability pensions or sickness allowance.

Employment Services Line

Phone: 13 28 50

Hours: 8am-5pm, Monday to Friday

Information and assistance for people claiming, or intending to claim, NewStart Allowance, Exceptional Circumstances Relief Payment, Special Benefit and Employment Service Providers.

Human Services Family and Parents Line

Phone: 13 61 50

Hours: 8am-5pm, Monday to Friday

Family Tax Benefits, Childcare Benefits, parenting Payments, Orphan Pension, Health Care Cards, Baby Bonus, Maternity Immunisation Allowance, Jobs, Education and Training (JET) enquiries.

Hornsby Local Office

Phone: 13 61 50 (ask to be transferred to Hornsby local office)

Hours: 8am-5pm, Monday to Friday

Address: 117-119 Pacific Highway, Hornsby

Social workers are available to discuss appropriate support services and safety options. There is a one-off crisis payment available which provides immediate relief for low income people who have had to leave their homes under extreme circumstances.

Medicare

Hornsby Local office

Phone: 132 011 (ask to be transferred to Hornsby local office)

Hours: 9am-5pm, Monday to Friday

Address: Shop 3111 Level 3, Westfield Hornsby, 236 Pacific Highway, Hornsby

See a customer service officer to help with your Medicare claim in person, or send documentation by mail to: Medicare Australia, GPO Box 9822, Sydney NSW 2000.

Legal Services

Law Access

Phone: 1300 888 529

Hours: 9am-5pm, Monday to Friday (excluding public holidays)

Free government telephone service that provides legal information, referrals and advice for people who have a legal problem in NSW. Specialises in helping disadvantaged people and covers various legal issues.

Hawkesbury Nepean Community Legal Centre (HNCLC)

Phone: 4587 8877

Hours: 9am-4.30pm, Monday to Friday (telephone), face to face meetings are scheduled by appointment

Email: hawkesbury_nsw@clc.net.au (unable to provide legal advice via email)

Web: hnclc.net.au

Address: Unit 2, 299 George Street, Windsor

Free legal advice and assistance to people in the Hawkesbury, Nepean and Hills communities. HNCLC offers three services; a legal advice service, a Domestic Violence Court Advocacy Service, and an Aboriginal Legal Access Service. Workers can assist clients over the phone or in person (by appointment).

Macquarie Legal Centre

Phone: 8833 0911

Community legal centre providing free legal advice and assistance to those who can't afford private representation and who live within their geographical area (including Hornsby). Offers telephone advice as well as face to face legal advice (by appointment) on a wide variety of legal matters. They also provide information and referrals to legal and non-legal services in your local area.

NSW/ACT Aboriginal and Torres Strait Islander Legal Service

Phone: 1800 765 767 (criminal matters)

1800 733 233 (care and protection)

1800 826 966 (prisoner and family support unit)

8303 6600 (ALS Redfern - Central South Eastern Head Office)

Hours: 9am-5pm, Monday to Friday

Address: Level 1, 619 Elizabeth Street Redfern

Indigenous Women's Legal Contact Line

Phone: 8745 6977

1800 639 784

Hours: 10am-12.30pm, Monday

10am-12.30pm, Tuesday

10am-12.30pm, Thursday

Telephone service for Aboriginal and Torres Strait Islander women providing free confidential legal information, advice and referrals in NSW. Specialises in issues of domestic violence, sexual assault, parenting issues, family law, discrimination and victim's compensation.

