



The Junction Neighbourhood Centre
Shop 2,
669-673 Anzac Parade,
Maroubra Junction 2035
Ph: 9349 8200

Crisis Assistance

- . Emergency Aid & Food
- . Financial Counselling & Advice
- . Emergency Accommodation Lines

This list is updated yearly by The Junction Neighbourhood Centre.

Any corrections please contact 9349 8200. Last updated Feb 2011

This listed information is specific to Eastern Suburbs and Sydney CBD

Emergency Aid & Food

Organisation	Type of Assistance	Hours
Anglicare Community Care Centre 60 Wairoa Ave, Bondi Beach Ph: 8362 3700	Emergency Relief: Food vouchers/parcels when available, electricity bills, water rates, gas bills and phone bills. Playgroup: Wed 10-12	Mon-Fri 9am-4.30pm Phone for appointments- Emergency Relief Referrals for PHAMS (Personal Helpers & Mentors, supports people with mental health diagnosis)
Asylum Seekers Centre of NSW 38 Nobbs St, Surry Hills Ph: 9361 5606 admin@asylumseekerscentre.org.au	Casework and referral for: counselling, health care, legal advice, emergency financial assistance and accommodation, TAFE enrolment, job seeking assistance and centre activities	Phone 9361 5606 for appointment with caseworker, Mon to Thurs between 9am- 5pm *For Interpreter Ph: 131 450* Priority given if homeless, have no visa, high level of physical/ mental needs or have children
(Chapel By The Sea) Norman Andrews House 77 Roscoe St, Bondi Beach Ph: 9130 5749	Meals, clothing assistance and counselling, laundry and shower facilities. Art Therapy: Wed 1pm Music- Tues 12.30 and 3.30, Wed 9.30am	Hours Monday-Friday 8am-4pm Free Breakfast 8-8.30 am Free Lunch 12 noon
Come in Centre (Catholic) 461-463 Oxford St, Paddington Ph: 9331 2691	14-25 year olds only Food, Counselling, case-work, laundry and shower facilities. TAFE OTEN courses available	<u>Lunch for young people in crisis:</u> Monday, Wednesday, Thursday: 12am-3pm, Friday: 1.45pm-4pm Office hours 9-6pm (appt only) Centre Closed Public Holidays
Department of Housing Level 7, 832 Anzac Pde, Maroubra Maroubra Ph: 9314 4099 Coogee Ph: 9314 4060 South Coogee Ph: 83838999 (Part-time) Bondi Ph: 9314 4055	Emergency accommodation, financial assistance RentStart, specialist assistance for aid and counselling. Call first for eligibility (based on income & needs)	<u>Housing Assistance</u> Usual Hours: 8.30am-4.30pm Mondays, Tuesdays, Thursdays and Fridays. Wednesdays: 1-4.30pm Closed Public Holidays
Hare Krishna Mobile Van 'Food For Life' Outside The Hub in Newtown Ph: 9959 4558 Mb: 0404 187 390	Free Meals outside The Hub (opposite Newtown Station)	Mon-Fri 6pm-7.30pm

Organisation	Type of Assistance	Hours
Hopetstreet Urban Compassion Tom Uren Place, 91 Forbes St Woolloomooloo Ph: 9358 2388	Community aid and emergency assistance. Long term accommodation for men. Gambling counselling services. Indigenous Community Worker	Backshed Café (\$1 meals) and Op Shop Monday-Friday: 10am-3pm Sun: 9am street breakfast Free Meal/Service
Matthew Talbot Hostel (S.V.D.P) 22 Talbot Lane, Woolloomooloo Ph: 9357 1533 www.vinnies.org.au	Men 21 years+ only Homeless Aid, Housing & Clothing Assistance Free Counselling: Fri & Sun 10-1pm	Free Breakfast: 7.15am Free Lunch: 12.30pm Free Dinner: 4.45pm Clothing assistance Mon, Wed, Fri 10-11.30 am.
Ozanam Learning Centre Matthew Talbot(S.V.D.P) 99 Forbes St, Woolloomooloo Ph: 9358 8124 www.vinnies.org.au	Ozanam-Males and females Computer, ESL, hospitality, living skills, cooking, communication & budgeting, health promotion eg: alcohol and other drugs, mental health issues, music, art, pottery or painting	9am to 4pm, Monday to Friday, except on Public Holidays.
Mission Australia Centre 19 Denham St, Surry Hills Ph: 9356 0600	Men 18 years+ only Crisis Accommodation (max 3 months) Males and Females Coinda Centre Training, eg: computer, music, fitness & Professional services, eg: dental, chiropractic, health, Centrelink advice	Open for aid 24 hours Mission Beat: 1800 306 461 also available
Mudgin-Gal Aboriginal Corporation 231 Abercrombie St, Chippendale Ph:9319 2613 info@virtualsisters.org.au	Services for Indigenous women & children. Drop-in, Court support, counselling, domestic violence help, crisis accommodation, drug/ alcohol info & family planning. Laundry, kitchen, clothing pool, office facilities	Monday-Friday 9am-5pm (closed at lunch time)
St Canice's Church (Catholic) 28 Roslyn St, Kings Cross Ph:9358 5229	Free Lunch	7 Days: 11am-1pm Sat/Sun Hot Meals
St Constantine & Helen (Greek Orthodox) 378 King St Newtown Ph: 9519 7868	All Welcome Monday-Friday	Monday-Friday Free Lunch 12-2pm (closed during church services)

Organisation	Type of Assistance	Hours for Aid or Food
<p>St Johns Anglican Church 120 Darlinghurst Rd, Darlinghurst Ph:9360 6844 Connected to Anglicare: 8362 3700</p>	<p>Community assistance Financial Counselling & Legal Assistance by appointment only Drop in Centre</p>	<p>Drop in Centre: Wed-Sat 8pm-11.30pm, Sun 7.30pm-10pm Legal Assistance by appointment: Mon 6.30pm-7pm, Tues 12 noon-3.30pm</p>
<p>St Michaels Anglican Church 200 Albion St, Surry Hills Ph:96984226 Mb: 0414 969841</p>	<p>Free Hot Breakfast</p>	<p>Sundays 8-8.45am:</p>
<p>St Vincent de Paul Welfare Centre Maroubra Suite 1/181-191 Maroubra Rd, Maroubra (entrance Ferguson St) Ph:9344 9634 Op shop: 785 Anzac Pde, Maroubra</p>	<p>Emergency assistance Welfare, food, furniture, clothing assistance and financial/ budget counselling. Centrelink Income Statement required</p>	<p>Visit for appointment Monday to Friday: 10am-12noon & 1pm-3pm Areas covered include, South East La Perouse to Kensington Closed: Public Holidays</p>
<p>St Vincent de Paul Waverley Ground Floor, 332-342 Oxford St, Bondi Junction Ph: 9387 5614</p>	<p>Budget counselling, food parcels and referrals, emergency aid via home visit Centrelink Income Statement required</p>	<p>Phone for appointment Mon to Fri: 10am-1pm and 1.30-3pm</p>
<p>Sydney Multicultural & Community Services 3 General Bridges Crescent Daceyville 2032 Ph: 9663 3922 Email: info@sydney MCS.org.au</p>	<p>Material Assistance Programme: EAPA vouchers to assist disadvantaged people in financial crisis with difficulty paying rent, phone, water, gas & or electricity Emergency Relief Programme: assists migrants and refugees in financial crisis to deal with their immediate situation.</p>	<p>These services are available for people of culturally and linguistically diverse (CALD) backgrounds Monday – Friday 8.30-5pm</p>
<p>The Salvation Army 100 Boyce Rd, Maroubra Ph: 9314 2166 (For counselling: Salvo Care Line 7days 24hrs Ph:9331 6000)</p>	<p>Emergency Assistance Only Food vouchers and general welfare assistance Financial Counselling Centrelink Income Statement required for assistance.</p>	<p>Business hours are: Mondays, Wednesdays & Fridays 9.30am-12noon & 1pm-3pm Closed Public Holidays</p>

Organisation	Type of Assistance	Hours for Aid or Food
<p>The Salvation Army Street Level Café</p> <p>339 Crown St, Surry Hills (Derby Lane off Albion)</p> <p>Ph: 9360 1000 or Ph: 9380 2882</p>	<p>Homeless Persons Welcome</p> <p>Welfare Assistance: food, clothing, assistance with bills & social support for city clients (Centrelink Income Statement may be required for services)</p> <p>Street Level Café \$1 Meals or free with Centrelink ID</p>	<p>Monday to Friday</p> <p>Café hours: Mon-Friday: 12noon-1.30pm</p> <p>Fri night church dinner: 5.30pm (via red door on 339 Crown St)</p>
<p>The Salvation Army (Waterloo Community Centre)</p> <p>Cnr Cope & Phillip St, Redfern</p> <p>Ph: 9698 3586</p>	<p>Welfare assistance</p> <p>Opportunity shop Mon-Fri: 9am-2pm</p> <p>Optometrist every 3rd Thurs, 1.30-3 pm by appointment only</p> <p>Alcoholics Anonymous meetings Tuesdays 3pm</p>	<p>Open: Mon – Friday: 9am-2pm</p> <p>Lunch 12 noon \$4</p> <p>Friday Market Day Sausage Sizzle: \$2</p>
<p>The Station</p> <p>82 Erskine St Cnr Clarence & Erskine Wynyard, City</p> <p>Ph: 9299 2252</p>	<p>Homeless persons 21 years +</p> <p>Drop-in Centre</p> <p>Shower/Laundry facilities</p> <p>Legal assistance (drop-in): Mon 10-12 noon</p> <p>Medical Doctor (drop-in): Wed 11-12</p>	<p>Drop-in Centre: Mon-Fri: 7.30am-4pm (Shower/Laundry until 12.30 am)</p> <p>Free Lunch: 12.30noon</p> <p>Closed: Public Holidays.</p>
<p>Uniting Church-... 'Newtown Mission'</p> <p>280A King St, Newtown</p> <p>Ph: 9519 9000 office@newtownmission.org.au</p>	<p>Free meals and hot drink</p> <p>All Welcome (Children must be supervised)</p> <p>Free Legal Service: 'Homeless Persons Legal Service'. Fridays from 1.30 -2.30pm (no appointment needed)</p>	<p>Free Meal:</p> <p>Tues, Wed, Fri: 1-3pm</p> <p>Free Dinner Thurs 6-7.30 pm</p>
<p>Wayside Chapel</p> <p>29 Hughs St, Potts Point</p> <p>Ph: 9358 6577</p>	<p>Emergency clothing, opportunity shop, free counselling, youth drop-in centre, shower facilities</p> <p>Main meals \$2-\$2.50 Coffee and tea: 50 cents</p>	<p>Mon-Fri: 9am-8pm</p> <p>Sat & Sun: 9am-5pm</p> <p>Closed Public Holidays</p>

Financial Counselling & Advice

If you have debts that are becoming overwhelming, you need to take action.

The following services offer support and information on how to best get through a debt problem.

Organisation	Type of Assistance	Hours for Assistance
<p>Centrelink</p> <p>Information about whether you are entitled to: Rent Assistance, Crisis Payments or Financial Case Management</p> <p>www.centrelink.gov.au</p>	<p>Financial Information Service (FIS): free, independent financial information. To find out about FIS and FIS seminars</p> <p>Ph: 13 63 57</p>	<p>Centrelink phone lines:</p> <p>Monday to Friday 8am-5pm.</p> <p>Employment Service: 132 850</p> <p>Family assistance : 13 6150</p> <p>Youth allowance: 132 490</p> <p>Retirement: 132 300</p> <p>Disabilities, sickness and carers: 13 2717</p>
<p>Chamber Registrars</p> <p>Waverly Court, 151 Bronte Rd</p> <p>Ph: 9367 1900</p>	<p>Help with court documents.</p>	<p>Monday - Friday</p> <p>9am - 4.30</p> <p>Closed between 1 and 2pm</p>
<p>The Consumer Credit Legal Centre</p> <p>Ph:9212 4111 or 1800 808 488</p> <p>www.cclensw.org.au</p>	<p>A community legal centre that gives free telephone financial counselling, referral and legal advice to individuals on credit, debt and banking issues.</p>	<p>Legal Advice:</p> <p>Mon-Fri 9.30-4.30pm</p> <p>Note: the website is informative and has a useful fact sheets and links to other services</p>
<p>Credit & Debt Hotline</p> <p>Ph: 1800 808 488</p>	<p>Free telephone hotline for advice with debt & banking problems and a referral service for people in financial crisis.</p>	<p>Monday - Friday 9.30am-4.30pm</p>
<p>Creditline</p> <p>Level 7, 133 Castlereagh St, Sydney</p> <p>Ph: 9263 5577</p>	<p>Financial Counsellors assist with debt problems by providing information, advice and negotiation with creditors.</p> <p>Creditline is at The Junction Neighbourhood Centre on Fridays</p>	<p>Creditline books appointments up to two weeks in advance</p> <p>Ph: 9263 5577</p> <p>Previous clients ph: John 9263 5527</p> <p>Monday or Wednesday</p>
<p>Energy and Water Ombudsman</p> <p>Ph: 1800 246 545</p> <p>Fax: 1800 812 291</p> <p>Email: omb@ewon.com.au</p>	<p>Help for electricity, gas & water</p> <p>Can include: disconnections, difficulty paying, disputes, quality of supply, marketing and customer service issues.</p> <p>Free service (mobile phones may have charges, let them know and they will return call)</p>	<p>Customer assistance (hardship) programmes:</p> <p>Country Energy-Country Support: 132 356</p> <p>Integral Energy-Inpower: 131 002</p> <p>Energy Australia-Energy Assist: 1300 723 492</p> <p>A.G.L-Staying Connected: 131 245</p> <p>Origin- Customer Advocacy: 132 461</p>

Organisation	Type of Assistance	Hours for Assistance
<p>Kingsford Legal Centre The Law Building, building F8-003 University of NSW, Kensington Ph: 9385 9566</p>	<p>Kingsford Legal Centre is a 'Community Legal Centre' free legal information: which can include credit/debt, AVOs, employment discrimination, victims compensation and neighbourhood disputes</p>	<p>Monday - Friday 9am-5pm(Closed between 1-2pm for lunch) Ring KLC for Appointments, (possible Evening Appointments Tues- Thurs) (KLC also makes appointments for The JNC at Maroubra Thursdays)</p>
<p>Legal Aid Head Office, 323 Castlereagh St, Sydney Ph: 9219 5000 Law Access NSW Legal Helpline Ph: 1300 888 529</p>	<p>Free 20 minute interview for credit & debt advice. Legal Aid may pay for a lawyer if: -the dispute is over \$3000 -the debt is a consumer debt -you meet the means test -your case is likely to succeed</p>	<p>You can make an appointment by calling Legal Aid Office during office hours</p>
<p>Moneycare Service (Salvation Army) Foster House, 5 Mary St Surry Hills Ph. (02) 8218 1244</p>	<p>Financial Counselling Proof of income and debts may be required</p>	<p>Book appointments up to two weeks in advance.</p>
<p>No Interest Loans Scheme (NILS) Church in the Market Place, 400 Oxford Mall, Cnr Newland St, Bondi Junction Ph:9387 2300 www.nilsnsw.org.au</p>	<p>NILS provides credit for people on low incomes for essential household items. Loans are available for general living expenses or bills. Processing loans may take up to 3 weeks with repayment approx. 12-18 months.</p>	<p>For low income earners eligible for a Health Care Card. To make and appointment, ring 9387 2300. Phone lines open Tuesdays for appointments on Wednesdays.</p>
<p>Step Up Loans Joy Ng, Rosemount Good Shepherd Youth and Family Services 440 Marrickville Rd, Marrickville Ph:8571 7800 stepup@rosemountgs.org.au</p>	<p>Low interest loan for people on low incomes to purchase household goods & services from \$800 to \$3000 for terms up to 3 years. Terms and repayments are set at what the borrower can afford. Loans are not for debts, fines, gifts, bills or cash.</p>	<p>For low income earners eligible for a Health Care Card. To make and appointment, ring 9387 2300. Phone lines open Tuesdays for appointments on Wednesdays.</p>
<p>Local Maroubra Services: St Vincent de Paul 1/181-191 Maroubra Rd, Maroubra Ph:9344 9634 The Salvation Army 100 Boyce Rd, Maroubra Ph: 9314 2166</p>	<p>Speak to an emergency relief worker for a referral to: financial & or budget counselling. Centrelink Income Statement required</p>	<p>Weekdays via appointment only See Page 4: for details of hours/ days and areas of operation</p>

Emergency Telephone Support Lifeline

Lifeline Ph: 131 114 http://www.lifeline.org.au	Counselling service with information about support services. Telephone counsellors trained to offer emotional support in times of crisis.	24 hours/7 days
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Emergency Accommodation Lines

Organisation	Type of Assistance	Hours for Assistance
Homeless Person's Information Centre Ph: 1800 234 566 or 02 9265 9081 Fax: 02 9265 9639	Telephone info and referral for homeless people, or those at risk of homelessness seeking immediate accommodation and support services	7 days 9am to 10pm
After Hours Temporary Accommodation Line Ph: 1800 152 152	Department of Housing phone line for people who need help for shelter that night. Accommodation is booked until the next working day.	Monday to Friday: 4.30pm to 10pm Saturday, Sunday and Public Holidays: 10am-10pm
ACHA, Assistance with Care and Housing for the Aged Randwick to Botany Area ACHA Coordinator Anglican Retirement Villages PO Box 6052 Alexandria NSW 2015 Ph: (02) 9700 7714	Help for frail, low income older people who are renting, in insecure housing or homeless, to remain in the community. Support accessing housing or community care specific to needs.	Monday to Friday: 8.30am to 4.30pm
Department of Community Services Domestic Violence Line Ph: 1800 656 463	Trained caseworkers, refuge referrals, AVO's, other support and counselling on domestic violence.	24 hours/7 days Other useful numbers: Rape Crisis Centre: 1800 424 017 Domestic Violence Advocacy: 1800 810 784 Victim's Services: 1800 633 063
Y.E.A.L, Youth Emergency Accommodation Line (02) 9318 1531 or 1800 424 830 If under 16 you can also phone DOCs helpline 132 111 http://www.yaa.com.au	Y.E.A.L is for young people and their caseworkers seeking suitable accommodation and support for them. Online Crisis Accommodation, Skype live chat with Youth Support Worker	Young people (12-25) can have support via the Homeless Youth Support worker. Monday - Friday : 10.00am-4pm

The Junction Neighbourhood Centre does not accept any liability for any injury, loss or damage incurred by use of or reliance on, the information contained within this list.