



# COVID-19 OUTBREAK SERVICES DIRECTORY

**Support from JNC  
in COVID-19 times**



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

 [@TheJNC](https://www.facebook.com/TheJNC)

 **9349 8200**

**Keeping our community connected**

## **JNC Bondi Junction**

59 Newland St  
(Next to Clementson Park)  
Bondi Junction NSW 2022

## **JNC Maroubra**

Shop #2, 669-673 Anzac Parade  
(near Lionel Bowen Library)  
Maroubra NSW 2035

**P 9349 8200**

**W [www.jnc.org.au](http://www.jnc.org.au) E [contact@jnc.org.au](mailto:contact@jnc.org.au)**

**This directory is updated regularly.**

**To check for a later version, phone 9349 8200 or go to [www.jnc.org.au](http://www.jnc.org.au)**

The Junction Neighbourhood Centre (JNC) understands this is a hard time for everyone and we are working together to provide up to date information on local services.

JNC has created a list of services that are still operating during the COVID-19 pandemic, including details of any changed arrangements for accessing them. These services are changing daily and we will keep this directory up to date with all relevant services. D

Please note that details will change as services move into the recovery period, so please call first. If you have any other enquiries you can call our office on 9349 8200 and we will do our best to assist.

We will continue to support our community during this difficult time. If you have an enquiry about services or need support, please don't hesitate to contact us.

Stay safe

#### **The JNC team**

##### **Accessing JNC services during the Coronavirus outbreak**

Our centres are currently closed for face to face contact and support. We will continue to provide support and you can access us in the following ways during regular business hours 9 am to 4:30 pm:

By phone – call us on **9349 8200**

By text – on **0447 046 606**

By email to [contact@jnc.org.au](mailto:contact@jnc.org.au)

Through an online enquiry on our website at [www.jnc.org.au](http://www.jnc.org.au)

Aboriginal Support Worker on 0437 846 297 Monday to Friday 10am -2pm

We are also continuing other services such as our Aged Services, our Family Support and our Domestic and Family Violence services, with different ways of delivery. Please give us a call for more details.

##### **For service providers**

We are updating this information constantly and adding to it. If your information is not included or changes please email [contact@jnc.org.au](mailto:contact@jnc.org.au) and we will update this directory. If you become aware of any other changes please let us know.

# Health Support

| Organisation   | Type of Assistance  | Hours  |
|--|---|--|
| <b>Coronavirus Hotline</b><br><b>Ph: 1800 020 080</b><br><br><a href="https://www.health.gov.au/contacts/national-coronavirus-helpline">https://www.health.gov.au/contacts/national-coronavirus-helpline</a> | <ul style="list-style-type: none"> <li>Hotline that anyone can call regarding Coronavirus</li> </ul>  | <b>24 hours/7 days</b>   |
| <b>Covid 19 Disability Hotline</b><br><br><b>Ph: 1800 643 787</b>  | <ul style="list-style-type: none"> <li>The helpline will find individuals, families, carers, support workers and services who need support because of (COVID-19) the right service, provide reliable and accessible information, or connect you with a councillor for emotional support.</li> </ul> | <b>Monday to Friday</b><br><b>8am to 8pm</b><br><b>Saturday and Sunday</b><br><b>9am to 7pm</b>                |
| <b>Healthdirect</b><br><b>Ph: 1800 022 222</b><br><br><a href="http://www.healthdirect.gov.au">www.healthdirect.gov.au</a>   | <ul style="list-style-type: none"> <li>Hotline staffed by nurses who can provide guidance re Coronavirus symptoms</li> </ul>  | <b>24 hours/7 days</b>   |
| <b>Kirketon Road Centre</b><br><b>Mobile Testing &amp; Flu Vac Centre</b><br><br><b>Ph: 9360 2766</b>  | <ul style="list-style-type: none"> <li>Mobile Covid 19 testing and free flu vaccinations available</li> <li>Call for exact locations and times</li> </ul>   | <b>South East Sydney</b><br>Monday & Thursday<br><b>Inner City</b><br>Tuesday, Wednesday,<br>Friday & Saturday |
| <b>Service NSW</b><br><b>Ph: 13 77 88</b>  | <ul style="list-style-type: none"> <li>Hotline to support people and business operators throughout the COVID-19 pandemic with questions about support and government assistance</li> </ul>  | <b>24 hours/7 days</b>   |

# Emergency Assistance & Food

| Organisation   | Type of Assistance   | Hours  |
|--|--|--|
| <b>Addison Rd Community Centre</b><br>142 Addison Rd, Marrickville<br><b>Ph: 9569 7633</b><br><br><a href="http://www.addiroad.org.au">www.addiroad.org.au</a>   | \$10 food box available.<br>Emergency relief vouchers also available.  | Monday to Sunday<br>6:30am to 10:30pm<br><br><b>Food Pantry:</b><br>Monday: 9-12pm<br>Tuesday: 2-5pm<br>Wednesday: 10-2pm<br>Thursday: 2-7pm<br>Friday: 12-3pm |
| <b>Anglicare Emergency Relief</b><br>240 Birrell Street<br>Waverley<br><br><b>Ph: 8624 8600</b><br><br><b>NO FACE TO FACE ASSISTANCE</b><br><b>ASSISTANCE VIA PHONE ONLY</b>                                   | Emergency Relief <ul style="list-style-type: none"> <li>EAPA vouchers – assistance with Gas/Electricity/Phone &amp; Water bills</li> <li>Casework and advocacy for financial assistance</li> </ul>   | 9am- 4pm Monday to Friday  |
| <b>Asylum Seekers Centre</b><br>(Services for asylum seeker clients only)<br>43 Bedford Street<br>Newtown<br><b>Ph: 9078 1900</b><br><br><b>NO FACE TO FACE ASSISTANCE</b><br><b>ASSISTANCE VIA PHONE ONLY</b> | <ul style="list-style-type: none"> <li>Financial relief</li> <li>Food Pantry</li> <li>Case Management and counselling</li> </ul>   | Monday to Friday<br>9am to 5pm<br><br>For Interpreter<br>Ph: 131 450   |
| <b>BaptistCare Hope Street</b><br>174 Cathedral Street<br>Woolloomooloo<br><br><b>Ph: 9358 2388</b>  | <ul style="list-style-type: none"> <li>Snack packs available for people experiencing homelessness</li> <li>Community Care Packs (Woolloomooloo residents but please call if out of area)</li> <li>Sunday breakie – 9am with takeaway bags only</li> </ul>  | Monday to Friday -<br>9am to 11am pick up at café<br><br>By appointment, call 9358 2388<br>Reception open M-F 9-12pm by intercom only                          |
| <b>COA Sydney</b><br><b>Ph: 9389 0035</b><br><br><a href="https://www.coasydney.org/">https://www.coasydney.org/</a>   | <ul style="list-style-type: none"> <li>Kosher Meals on Wheels – Everyone who needs Kosher meals is accommodated, regardless of circumstances.</li> <li>Meals are provided for frail older people, younger people with disability, people experiencing injury or illness, on return from hospital, during recovery, and on compassionate grounds</li> </ul> |  |

| Organisation   | Type of Assistance   | Hours  |
|--|--|--|
| <b>Community Pantry</b><br>St Pauls South Coogee (every second Thursday)<br>1 Gregory Street<br>South Coogee<br><b>Ph: 0407 891 306</b><br><a href="https://www.anglicare.org.au/mobile-community-pantry">https://www.anglicare.org.au/mobile-community-pantry</a> | <ul style="list-style-type: none"> <li>• Fill bag with groceries for \$10</li> <li>• Bring pension or health care card</li> </ul>  | Community pantry @<br>St Pauls South Coogee<br>3:30pm-4:30pm<br>(every Second Thursday<br>9/7, 23/7, 6/8, 20/8)  |
| <b>Counterpoint Community Centres</b><br><b>Counterpoint Factory:</b><br>67 Raglan Street, Waterloo<br>Ph: 9698 9569<br><b>Counterpoint Multicultural Centre:</b><br>73 Garden Street, Alexandria<br>Ph: 9319 4073   | <ul style="list-style-type: none"> <li>• Emergency Relief and counselling services.</li> </ul>   | Monday to Thursday<br>9:15am to 3:45pm   |
| <b>Exodus Foundation</b><br>180 Liverpool Street<br>Ashfield<br><br><b>Ph: 8752 4600</b>   | <ul style="list-style-type: none"> <li>• Free meals (takeaway only)</li> </ul>   | Meals:<br>Breakfast: 9am- 9:45am<br>Lunch: 11:30am-<br>12:45pm<br>Dinner: 7:30pm-<br>8:30pm<br>(Woolloomooloo only)  |
| <b>Glebe Assistance Partnership Program (GAPP)</b><br>Glebe Pt Road<br>Glebe<br><br><b>Ph: 9552 4164</b><br><a href="http://glebechurch.org.au/">http://glebechurch.org.au/</a>  | <ul style="list-style-type: none"> <li>• Food parcels to be collected from <b>St John's House Front Door (138a Glebe Point Rd, opposite Commonwealth Bank)</b></li> <li>• Emergency Relief – please call for assistance with bills, financial issues</li> <li>• Social support over the phone – 9552 4164</li> </ul> | <b>Food Parcel collection</b><br>– Monday &<br>Wednesday 10am-1pm  |
| <b>Jesus Cares Van</b>   | <ul style="list-style-type: none"> <li>• Belmore Park, Haymarket</li> <li>• Martin Place</li> <li>• Tom Uren, Woolloomooloo</li> </ul>   | <ul style="list-style-type: none"> <li>• Thursday 7-8am</li> <li>• Friday &amp; Saturday 9:15-9:45pm</li> <li>• Friday &amp; Saturday 7:45-8:15pm</li> <li>• Friday &amp; Saturday 8:30-9pm</li> </ul> |
| <b>Jewish House</b><br>17 Flood Street<br>Bondi<br><br><b>Ph: 9386 0770</b><br><b>Ph: 1300 544 357</b><br><br><b>NO FACE TO FACE ASSISTANCE, ASSISTANCE VIA PHONE ONLY</b>   | <ul style="list-style-type: none"> <li>• 24hr Crisis Help Line</li> <li>• Crisis Accommodation</li> <li>• Case Management</li> </ul>   | Crisis line 24hrs<br>Office: Monday- Friday<br>9am-5pm   |
| <b>Kingsford Legal Centre</b><br><br><b>PH: 9385 9566 (leave a message) or complete online form at <a href="http://www.klc.unsw.edu.au">www.klc.unsw.edu.au</a></b>  | <ul style="list-style-type: none"> <li>• Legal assistance for debt, consumer, tenancy (including DOH repairs &amp; evictions etc), Centrelink problems, fines, car accidents, DV, etc.</li> </ul>  | Monday to Friday<br>9-4pm  |

| Organisation   | Type of Assistance  | Hours  |
|--|---|--|
| <b>Kooloora</b><br>167 Bilga Crescent<br>Malabar<br><br><b>Ph: 9661 9160/0482 039 053</b>  | <ul style="list-style-type: none"> <li>EAPA vouchers – <b>Tuesdays</b> only. Please email bill and photo ID to: <a href="mailto:koolooraenergy@outlook.com">koolooraenergy@outlook.com</a></li> <li>Fruit &amp; Veg bags available</li> <li>Meals available</li> </ul>  | Monday to Friday<br>9am-4pm  |
| <b>Lou's Place</b><br>182 Victoria St, Potts Point<br><br><b>Ph: 02 9358 4553</b><br><b>Women Only</b>   | <ul style="list-style-type: none"> <li>Free meals</li> <li>Daily relaxation and kindness calls available</li> </ul>   | Monday to Friday<br>12:30pm Lunch  |
| <b>Matthew Talbot Hostel</b><br>22 Talbot Lane<br>Woolloomooloo<br><br><b>Ph: 9357 1533</b><br><br>No new intakes at present                               | <ul style="list-style-type: none"> <li>Free meals</li> </ul>  | <b>Free Meals 7 Days</b><br>Breakfast: 7:15am<br>Lunch: takeaway – 12:30pm |
| <b>Mission Australia</b><br><b>Ph: 02 9357 1144</b><br><br>For residents of:<br>Banksmeadow, Botany, Mascot, Eastlakes, Hillsdale, Daceyville and Pagewood | <b>Food Assistance</b> <ul style="list-style-type: none"> <li>Coles &amp; Woolworths vouchers (single person \$40/couple \$50 /family \$80). The amount, however, is dependent on each case.</li> <li>Food hampers also available</li> <li>Phone assessment required – need to be receiving a Centrelink benefit</li> </ul> |  |
| <b>Mission Beat</b><br><br><b>Free Call: 1800 306 461</b>  | Emergency transport service for Sydney's homeless community <ul style="list-style-type: none"> <li>1 person in van only</li> </ul>  | 7am to 10:30pm<br>7 days a week  |
| <b>Newtown Mission Drop In</b><br>280A King Street<br>Newtown<br><br><b>Ph: 9519 9000</b>  | Food Packages <ul style="list-style-type: none"> <li>Take away meals only</li> </ul>  | Tue, Wed, Fri 1-3pm<br>Thurs 6-8pm   |
| <b>Newtown Neighbourhood Centre</b><br>1 Bedford Street<br>Newtown<br><br><b>Ph: (02) 9564 7333</b>  | <ul style="list-style-type: none"> <li>Boarding House outreach service</li> <li>Counselling</li> <li>Aged Care Support</li> </ul> <b>Phone and email only</b><br><b>No face-to-face outreach or groups</b>  | Mon, Tues, Wed 9:30am-2pm<br>Thursday 2pm-4:30pm<br><br>Closed Friday      |

| Organisation   | Type of Assistance   | Hours                          |
|--|--|--------------------------------|
| <b>No Interest Loan Scheme (NILS)</b><br><br><b>PH: 13 64 57</b><br><br><a href="http://www.nils.com.au">www.nils.com.au</a>   | The No Interest Loan Scheme (NILS) helps low income households to purchase or replace essential household items. Loans are available for up to \$1,500 for essential goods and services such as fridges, washing machines and medical procedures.  | Monday to Friday<br>9am to 5pm |
| <b>One Meal Makes a Difference</b><br>Green Park<br>Darlinghurst   | <ul style="list-style-type: none"> <li>Free Meals</li> </ul>   | Saturday<br>7pm                |
| <b>OzHarvest Market</b><br>147 Anzac Parade<br>Kensington<br><br><b>Ph: 1800 108 006</b>   | <ul style="list-style-type: none"> <li>Rescued food supermarket</li> <li>BYO Bag – no baskets available</li> <li>Prepackaged hampers available</li> </ul>  | Tuesday to Friday<br>10am-2pm  |
| <b>Prosper (Project Australia)’s Sydney Help Hub</b><br><br><b>Ph: 0402 787 571</b><br><b>E: <a href="mailto:mail@prosperprojectaustralia.org">mail@prosperprojectaustralia.org</a>.</b> | <ul style="list-style-type: none"> <li>Provides material assistance to those experiencing financial hardship</li> <li>Clients can attend Sydney Help Hub events around Sydney to collect goods or make a request for needed items.</li> <li>Alternatively, deliveries of nappies, toiletries, Telstra calling cards, clothing, kitchen items, linen, towels, toys and other goods</li> </ul> |                                |
| <b>Red Cross Australia</b><br><br><b>Ph: 1800 733 276</b><br><b>E: <a href="mailto:contactus@redcross.org.au">contactus@redcross.org.au</a></b>  | <ul style="list-style-type: none"> <li>Emergency relief and case work</li> <li>Can assist individuals on temporary visa who have no means to support themselves</li> <li>Disseminating daily community health and hygiene information to refugee and asylum seeker communities in 18 different languages.</li> </ul>   | Monday to Friday<br>9am-5pm    |
| <b>Rental Arrears Haymarket Foundation – Sydney Homeless Early Intervention Scheme (SHEIS)</b><br><br><b>Ph: 9197 9720</b>   | <ul style="list-style-type: none"> <li>Remote assistance to single clients aged over 18 years who are at risk of homelessness.</li> </ul>  | Monday to Friday<br>8am to 4pm |

| Organisation   | Type of Assistance  | Hours  |
|--|---|--|
| <b>Rough Edges Café / St Johns Anglican Church</b><br>231a Victoria Street<br>Darlinghurst<br><br><b>Ph: 9360 6844</b>   | <ul style="list-style-type: none"> <li>• Counselling by phone</li> <li>• Take away dinner</li> </ul>  | Dinner: Wednesday to Friday<br>Pick up:<br>7:30pm–8:30pm<br><br>Please call to check as changing daily |
| <b>Rozelle Neighbourhood Centre</b><br>756 Darling St, Rozelle.<br><br>(02) 9556 9500<br><br><b>NO FACE TO FACE ASSISTANCE, ASSISTANCE VIA PHONE ONLY</b><br><b>peninsulacaring @rozellecentre.org</b> if you need assistance with shopping, collecting scripts etc. | <ul style="list-style-type: none"> <li>• Food service available. Please call office</li> <li>• Additional assistance available via Peninsula Caring please call <b>9556 9550 – Balmain, Rozelle, Lilyfield &amp; Leichhardt, only</b></li> </ul>  | Monday to Friday<br>9:30 AM - 4:30 PM  |
| <b>St Canice's Church</b><br>28 Roslyn Street<br>Elizabeth Bay   | <ul style="list-style-type: none"> <li>• Lunch</li> </ul>   | Wednesday to Friday<br>11am-12pm   |
| <b>St Vincent de Paul Community Support Centre</b><br>Level 2/1A Meeks Streets Kingsford<br><br><b>Tel: (02) 9662 7380</b>   | <ul style="list-style-type: none"> <li>• People experiencing hardship and/or social isolation can access financial and material assistance.</li> <li>• During the current health situation, vouchers will be posted to a secure letterbox or can be picked up in the office (case by case)</li> </ul> | <b>Monday to Friday</b><br><b>9am to 5pm</b>   |
| <b>St Vincent de Paul Intake Line</b><br>Intake Line<br><br><b>Ph: 9560 2656</b>   | <ul style="list-style-type: none"> <li>• Welfare Assistance</li> <li>• Food, furniture, clothing</li> <li>• Financial Assistance</li> <li>• Emergency Relief</li> <li>• Social Support</li> <li>• Advice and Referrals</li> </ul>   | <b>By Appointment Only</b><br>Monday to Friday<br>9am-4pm  |
| <b>St Vincent's Food Van/Truck</b>   | <ul style="list-style-type: none"> <li>• Snack packs can be collected from <b>Eastlakes Community Centre</b></li> </ul>   | Tues from 3-3:45pm   |
| <b>The Salvation Army Crisis Assessment Line</b><br><br><b>Ph: 1300 371 288</b>  | <ul style="list-style-type: none"> <li>• Emergency vouchers for food and financial assistance. Can be picked up from nearest Salvation Army store</li> <li>• Eligibility requirements</li> <li>• Financial counselling</li> </ul>   | Monday to Friday<br>9am-5pm  |



| Organisation   | Type of Assistance   | Hours  |
|--|--|--|
| <b>The Salvation Army Maroubra</b><br>100 Boyce Road<br>Maroubra<br><b>Ph: 9314 2166</b><br><br><b>Pathways Program</b><br><b>Ph: 0408 798 172 / 0427 394 155</b>        | <ul style="list-style-type: none"> <li>• Pathways Program – AOD support service</li> <li>• Doorways case worker to assist with forms</li> <li>• One on one phone support</li> <li>• <b>AOD therapeutic group at 10am on Thursdays.</b></li> </ul>  | <b>Monday to Wednesday 10am-1pm</b><br><b>Free Breakfast:</b><br>Tuesday 9-10am<br><b>Free Lunch:</b><br>Wednesday 12-1pm      |
| <b>The Salvation Army Street Level Café</b><br>339 Crown Street (enter from Derby Lane off Albion)<br>Surry Hills<br><br><b>Ph: 9360 1321</b>                            | Take away food only  | Monday to Friday 12pm-2pm  |
| <b>The Staples Bag</b><br>449 Canterbury Road, Campsie<br>Sydney, Australia<br><br><b>Ph: 9787 6832</b>  | <ul style="list-style-type: none"> <li>• Groceries</li> <li>• \$20 for standard bag (for 2 people for a week)</li> <li>• \$30 for family bag (for 4 people for a week)</li> <li>• \$15 for vegetarian bag</li> <li>• Call re delivery</li> </ul>   | Monday to Friday 9:30am-4:30pm   |
| <b>The Station</b><br>Corner of Clarence and Erskine Street<br>Sydney<br><br><b>Ph:9299 2252</b>   | <ul style="list-style-type: none"> <li>• Take away only</li> <li>• Breakfast and lunch</li> <li>• Shower/washing from 7:30-9am</li> </ul>  | Breakfast daily – 7:30-9am<br>Lunch daily at 12pm  |
| <b>Wayside Bondi Norman Andrews House</b><br>77 Roscoe Street<br>Bondi Beach<br><br><b>Ph: 9581 9193</b>   | <ul style="list-style-type: none"> <li>• Free breakfast: 9:30-10am</li> <li>• Lunch: 11:30am (Lunches from \$1, \$1.50, &amp; \$2)</li> </ul>  | Monday to Friday 9am-1pm   |
| <b>Wayside Chapel</b><br>29 Hughes Street<br>Potts Point<br><br><b>Ph 9581 9100</b>  | <ul style="list-style-type: none"> <li>• Breakfast/ Lunch served outside, takeaway only</li> <li>• No programs</li> <li>• Showers, phone charging, emergency clothing packs</li> </ul>   | Monday – Saturday 9:15am- 10:30am<br>Sunday 10am- 10:30am<br><b>Free Daily Meals</b><br>Breakfast: 9:30-10am<br>Lunch: 11:30am |
| <b>Welfare Rights Centre</b><br><br><b>PH: 1800 226 028</b><br><br><a href="https://welfare-rightscentre.org.au/covid19">https://welfare-rightscentre.org.au/covid19</a> | <ul style="list-style-type: none"> <li>• A community legal centre specialising in social security law and family assistance law and its administration by Centrelink.</li> <li>• Provides free legal advice and representation to NSW residents adversely affected by a Centrelink decision. Usually advice that can be provided over the phone</li> </ul> | Monday to Wednesday 9:30am-12:30pm   |

| Organisation   | Type of Assistance  | Hours                                   |
|--|---|---|
| <b>Will2Live Van</b><br>Corner of Eddy & Elizabeth Street<br>Central Sydney  | <ul style="list-style-type: none"> <li>Dinner</li> </ul>                        | Monday to Friday<br>6:45-7pm            |
| <b>Woollahra Food Pantry</b><br><b>Woollahra Seventh-day Adventist Church</b><br>219 Edgecliff Road<br>Woollahra<br>(access in Chester Lane).<br><br><b>Ph: 0409 456 553</b> | <ul style="list-style-type: none"> <li>Free Food &amp; Grocery Items</li> </ul> | Tuesdays<br>1:30pm–3pm                  |
| <b>Youth off The Streets Van</b><br>Green Park<br>Darlinghurst   | <ul style="list-style-type: none"> <li>Free Meals</li> </ul>                    | Monday to Friday<br>Dinner – 10:30-11pm |

## Family & Youth Support

| Organisation   | Type of Assistance   | Hours                             |
|--|--|-----------------------------------|
| <b>B Miles Women Foundation</b><br><b>Edgecliff</b><br><br><b>PH: 1800 274 984</b>   | <ul style="list-style-type: none"> <li>Supports women living with mental illness at risk of homelessness</li> </ul>  |                                   |
| <b>Barnardos</b><br>60-64 Bay Street,<br>Ultimo NSW 2007<br><br><b>Ph: 1800 066 757</b><br><b>E: <a href="mailto:sensfamilyreferral@barnardos.org.au">sensfamilyreferral@barnardos.org.au</a></b>                        | <ul style="list-style-type: none"> <li>Family support service. Face to face home visit can still occur if it is deemed necessary and in consultation with management.</li> <li>to provide essential services to support vulnerable children, young people and their families.</li> </ul> | Monday to Friday<br>9am-5pm       |
| <b>Benevolent Society</b><br><b>Hurstville</b><br><br><b>PH: 1800 236 762</b>  | <ul style="list-style-type: none"> <li>Support for young people and families</li> </ul>  | Monday to Friday<br>8am-4pm       |
| <b>Bondi Beach Cottage</b><br>42 Brighton Blvd, North Bondi NSW 2026<br><br><b>Ph: (02) 9365 1607</b><br><b>E: <a href="mailto:admin@bondibeachcottage.org.au">admin@bondibeachcottage.org.au</a></b>                    | <ul style="list-style-type: none"> <li>Domestic and Family Violence counselling and support</li> <li>General counselling support</li> <li>Face to face individual appointments still available</li> <li>Phone appointments available</li> </ul>  | Monday to Friday<br>8:30am-4:30pm |
| <b>Botany Family &amp; Children's Centre</b><br>13 Banksia Street<br>Botany<br><br><b>Ph: 9666 5047 (office)</b><br><b>0436 116 352 (mobile)</b><br><b><a href="http://www.bfcc.org.au/">http://www.bfcc.org.au/</a></b> | <ul style="list-style-type: none"> <li>Family Support Service – counselling, casework, support, referrals</li> <li>Parenting support via skype/phone/video</li> <li>Supported playgroups have recommenced. Check website</li> </ul>  | Monday to Friday<br>8am–4pm       |

| Organisation   | Type of Assistance  | Hours  |
|--|---|--|
| <b>Caretakers Cottage</b><br><b>Bondi Junction</b><br><b>Ph: 9389 0999</b>   | <ul style="list-style-type: none"> <li>• Crisis Accommodation for 13-17-year olds</li> <li>• Casework</li> <li>• Call to request a referral</li> </ul>  | Monday to Friday<br>9am–5pm  |
| <b>CatholicCare</b><br><b>Cook &amp; Phillip Youth Program</b><br><b>PH: Jacqueline on 0447 863 222</b>  | <ul style="list-style-type: none"> <li>• Range of free online workshops that are available for young people aged 13 – 25. Workshops are 1:1 with a teacher.</li> <li>• Referral from a caseworker/school counsellor</li> <li>• Need laptop/internet access</li> </ul> | Monday to Friday<br>8am–6pm  |
| <b>Family Advocacy and Support Services (FASS)</b><br>FASS legal advice can be accessed by calling the Legal Aid Domestic Violence Unit on<br><b>Ph: (02) 9219 6300.</b><br><br><b>NO FACE TO FACE ASSISTANCE, ASSISTANCE VIA PHONE ONLY</b> | <ul style="list-style-type: none"> <li>• Family Advocacy and Support Services at Sydney Family Court</li> </ul>   | By phone and email only till further notice.<br><b>Hours:</b> Mondays to Fridays 9:30am-1pm, 2-4pm<br><b>Monday to Thursday:</b><br>Tangee on<br>Mobile: 0431 253289<br>Email: <a href="mailto:tangee@swslc.org.au">tangee@swslc.org.au</a><br><b>Friday:</b><br>Evelyn on<br>Mobile: 0431 114123<br>Email: <a href="mailto:evelyn@swslc.org.au">evelyn@swslc.org.au</a> |
| <b>Headspace</b><br><b>Ph: 93668800 - Bondi Junction</b><br><b>9114 4100 - Camperdown</b>  | <ul style="list-style-type: none"> <li>• Offer over the phone support to young people aged 16-25 years experiencing mental health stress</li> <li>• No need for initial mental health care plan</li> </ul>  | Mon, Wed & Fri – 9am to 5pm<br>Tues and Thursday 10-6pm  |
| <b>Intensive Support</b><br><b>Ph: 9144 1447 or 0422 9144 20</b><br><a href="https://www.do.org.au/">https://www.do.org.au/</a>  | <ul style="list-style-type: none"> <li>• Mentor program for young people with a disability and/or mental health disorder</li> <li>• NDIS provider</li> <li>•</li> </ul>   | Monday to Friday<br>9am to 5pm   |
| <b>Jewish House</b><br>17 Flood Street<br>Bondi<br><b>Ph: 9386 0770</b><br><b>Ph: 1300 544 357</b><br><br><b>NO FACE TO FACE ASSISTANCE, ASSISTANCE VIA PHONE ONLY</b>   | <ul style="list-style-type: none"> <li>• 24hr Crisis help line</li> <li>• Crisis Accommodation</li> <li>• Case Management</li> </ul>  | Crisis line 24hrs<br>Office: Monday- Friday 9am-5pm  |

| Organisation   | Type of Assistance   | Hours   |
|--|--|---|
| <b>Kari Indigenous Social Support Service</b><br>1/128 Rothschild Ave<br>Rosebery<br><br><b>PH: 8782 0344</b>  | <b>Provide the following Aboriginal social support:</b> <ul style="list-style-type: none"> <li>• Out-of-home Care</li> <li>• Carer Recruitment</li> <li>• Community &amp; Capacity Building</li> <li>• Family Support</li> <li>• Advice &amp; Referral .</li> <li>• Early Intervention .</li> <li>• KARI Clinic</li> <li>• Cultural Unit</li> <li>• Leaving Care Program</li> </ul>                              | Monday to Friday<br>845am to 5pm  |
| <b>La Perouse Aboriginal Community Health Centre</b><br>1 Elaroo Avenue<br>Phillip Bay<br><br><b>Ph: 9382 8009</b>   | <ul style="list-style-type: none"> <li>• Maternal, child and family health service</li> </ul>  | Monday to Friday<br>9am to 430pm  |
| <b>Lou's Place</b><br>182 Victoria St, Potts Point<br><br><b>Ph: 02 9358 4553</b><br><br><b>NO FACE TO FACE ASSISTANCE</b><br><b>ASSISTANCE VIA PHONE ONLY</b>   | <b>General Assistance</b> <ul style="list-style-type: none"> <li>• Over the phone case management</li> <li>• Support calls program</li> <li>• 10am Q&amp;A with staff and 2pm relaxation session with staff (teleconference)</li> <li>• <b>Local Free Meals</b></li> <li>• <b>Toiletry care pack available</b></li> </ul>  | Mon, Wed, Thurs & Fri<br>8:30am-3:30pm and<br>Tues 8:30am-2pm<br><br>From 12:30pm Mon-Fri |
| <b>ReachOut</b><br><br><b>Online resource for parents:</b><br><a href="http://www.parents.au.reachout.com">www.parents.au.reachout.com</a>   | Web-based service providing information, tools and resources to help parents and carers support 12 to 18 year-olds in their family environment. <ul style="list-style-type: none"> <li>• Parents will find fact sheets, stories, practical tips and tools covering a range of topics, issues and experiences that are relevant to parents of teenagers</li> </ul>  | 24 hours - online   |
| <b>Relationships Australia</b><br><br><b>PH: 1300 364 277</b>  | <ul style="list-style-type: none"> <li>• Relationship support services for individuals, families and communities</li> </ul>  | Monday to Friday<br>9am to 5pm  |
| <b>South Eastern Community Connect</b><br><br><b>Centres are closed but services continuing.</b> <ul style="list-style-type: none"> <li>• Shop 84, Eastlakes Shopping Centre, Eastlakes</li> <li>• 1007 Botany Road, Mascot</li> </ul> <b>PH: 8338 8506 (Eastlakes)</b><br><b>7903 0607 (Mascot)</b> | <b>Seniors Services</b> <ul style="list-style-type: none"> <li>• Individual Social support is currently list shops primarily</li> <li>• Home delivery Service</li> <li>• For people who have difficulty shopping due to physical or mental health conditions</li> </ul> <b>Children &amp; families/adolescents:</b><br>Community strengthening services continue to be provided either on-line or over the phone | Monday to Friday<br>9am-4:30pm<br><br>Delivery days:<br>Tuesday & Thursday                |

| Organisation   | Type of Assistance   | Hours  |
|--|--|--|
| <b>St Laurence House<br/>Kingsford</b><br><br><b>PH: 9349 6438</b>   | 13-17 years supported transitional accommodation   | <b>24 hours/7days</b>  |
| <b>St Vincent de Paul<br/>Killara Women's Refuge</b><br><br><b>Ph: 9560 2656</b>   | <ul style="list-style-type: none"> <li>Crisis accommodation and care coordination for women and children who have experienced Domestic/Family violence</li> <li>Referrals can be made via <b>Link2Home on 1800 1521 526, the Domestic Violence Line on 1800 656 463 or through their Central Intake Line on (02) 9560 2656.</b></li> </ul> |  |
| <b>Sydney Multicultural &amp; Community Services</b><br>3 General Bridges Crescent<br>Daceyville<br><br><b>Ph: 9663 3922</b><br><a href="http://www.sydneymcs.org.au">www.sydneymcs.org.au</a> | <b>Settlement Services and ParentsNext</b> <ul style="list-style-type: none"> <li>Services via phone or email for these services including EAPA vouchers for recently arrived migrants and refugees (eligibility requirements)</li> <li><b>Aged Services</b><br/>Bilingual home care services available until further notice</li> </ul>    | <b>By Appointment Only</b><br>Monday to Friday<br>8:30am-5pm |
| <b>The Crossing<br/>Potts Point</b><br><br><b>PH: 9357 1144</b>  | <ul style="list-style-type: none"> <li>Support for 16-25-year-olds at risk of homelessness</li> <li>Outreach case management</li> </ul>  | Monday to Friday<br>9am to 5pm                               |
| <b>The Salvation Army<br/>Oasis Transitional Accommodation Service</b><br><br><b>Ph: 9380 6308</b>   | <ul style="list-style-type: none"> <li>Support for 16-25-year-olds at risk of homelessness or who are homeless.</li> <li>Case management</li> <li>Day program</li> </ul>   | Monday to Friday<br>9am – 5pm                                |

# Aged Services

| Organisation   | Type of Assistance   | Hours  |
|--|--|--|
| <b>Aged &amp; Disability Abuse Hotline</b><br><br><b>PH: 1800 628 221</b>  | <ul style="list-style-type: none"> <li>Hotline to report suspected abuse of an older person or person with a disability</li> </ul>   | Monday to Friday<br>9am – 5pm  |
| <b>Holdsworth Community</b><br>64 Holdsworth Street<br>Woollahra<br><br><b>Ph: 02 9302 3600</b>  | <ul style="list-style-type: none"> <li>Shopping list service for seniors and community members with a disability (small cost)</li> <li>Home Cuisine services (Meals on Wheels) meals delivered. Cost involved</li> </ul>   | Monday to Friday<br>9am to 5pm   |
| <b>National Covid -19 Older Persons Information Line</b><br><br><b>PH: 1800 171 866</b>  | <ul style="list-style-type: none"> <li>Providing older Australians with the critical information they need to stay healthy and safe during the pandemic; an accessible one-stop source for personal support, questions and up-to-date guidelines</li> </ul>  | Monday to Friday<br>8:30am-6pm   |
| <b>Rozelle Neighbourhood Centre</b><br>756 Darling St, Rozelle.<br><br>(02) 9556 9500<br><b>NO FACE TO FACE ASSISTANCE</b><br><b>ASSISTANCE VIA PHONE ONLY</b>   | <ul style="list-style-type: none"> <li>Food service available. Please call office</li> <li>Additional assistance available via Peninsula Caring please call 9556 9550</li> </ul>   | Monday to Friday<br>9:30 AM - 4:30 PM                                      |
| <b>Service NSW</b><br><br><b>Ph: 13 7788</b>   | <ul style="list-style-type: none"> <li>Emergency Food packages for individuals who are self-isolating. 2 weeks' worth of food and essentials.</li> </ul>   | 7 days a week/24 hours   |
| <b>South Eastern Community Connect</b><br><br><b>Centres are closed but services continuing.</b> <ul style="list-style-type: none"> <li>Shop 84, Eastlakes Shopping Centre, Eastlakes</li> <li>1007 Botany Road, Mascot</li> </ul> <b>Ph: 8338 8506 (Eastlakes)</b><br><b>7903 0607 (Mascot)</b> | <b>Seniors Services</b> <ul style="list-style-type: none"> <li>Individual Social support is currently primarily list shopping</li> <li>Home delivery service</li> <li>Service for those who have difficulty shopping due to physical or mental health conditions</li> </ul> <b>Children and families/adolescents</b> <ul style="list-style-type: none"> <li>Community strengthening services continue to be provided either on-line or over the phone</li> </ul> | Monday to Friday<br>9am-4:30pm<br><br>Delivery days:<br>Tuesday & Thursday |
| <b>Sydney Multicultural &amp; Community Services</b><br>3 General Bridges Crescent<br>Daceyville<br><br><b>Ph: 9663 3922</b><br><a href="http://www.sydneymcs.org.au">www.sydneymcs.org.au</a>   | <b>Settlement Services and ParentsNext</b> <ul style="list-style-type: none"> <li>Services via phone or email for these services including EAPA vouchers for recently arrived migrants and refugees (eligibility requirements)</li> </ul> <b>Aged Services</b><br>Bilingual home care services available until further notice  | <b>By Appointment Only</b><br>Monday to Friday<br>8:30am-5pm               |

# Emergency Accommodation & Tenancy Issues

| Organisation  | Type of Assistance  | Hours  |
|---|---|--|
| <b>Anglicare</b><br><b>(Aged Care Support line)</b><br><br><b>Ph: 9700 7714</b>   | <ul style="list-style-type: none"> <li>Support community care specific to need for people aged over 65</li> <li>Priority to elderly people who are struggling</li> <li>Referrals to other community care services</li> </ul>  | Monday to Friday<br>6am- 7pm   |
| <b>EATS – Eastern Area Tenancy Service</b><br><b>Ph: 9386 9147</b>  | <ul style="list-style-type: none"> <li>Offers free advice, information and help to tenants who are having problems with their landlords or real estate agents</li> </ul>  | Monday to Friday<br>10am-1pm<br><br>Via phone only                                       |
| <b>Housing NSW</b><br><b>After Hours Temporary Accommodation Line</b><br><br><b>Ph: 1800 152 152</b>  | <ul style="list-style-type: none"> <li>Department of Housing after hour's phone line for people needing immediate shelter</li> <li>If eligible, Housing NSW may also provide RentStart financial assistance</li> </ul>  | Monday to Friday<br>9am- 5pm<br>Weekends and public holidays<br>10am – 10pm              |
| <b>Link2home</b><br>State-wide telephone service about homelessness<br><br><b>Ph: 1800 152 152</b>  | <ul style="list-style-type: none"> <li>Link2home is a state- wide telephone service for enquiries about homelessness in NSW</li> <li>Accommodation is provided during Covid-19 period at 7 nights initially.</li> <li>Referrals to refuges</li> </ul>   | 24 hours/ 7 days   |
| <b>St Vincent de Paul</b><br><br><b>Dolores Women's Refuge</b><br><b>Bondi Junction</b><br><b>Ph: 9560 2656</b><br><br><b>DVRE After Hours</b><br><b>Ph: 0477 022 889</b> | <ul style="list-style-type: none"> <li>Crisis accommodation and case coordination for single women</li> <li>Referrals can be made via <b>Link2Home on 1800 1521 526, the Domestic Violence Line on 1800 656 463 or through their Central Intake Line on (02) 9560 2656.</b></li> <li>After Hours support</li> </ul> | Monday to Friday<br>9am to 5pm<br><br><br><br><br><br><br>Monday to Friday<br>5pm to 9am |
| <b>Tenants Union of NSW</b><br><b>Tenants Advice Line – 1800 251 101</b><br><br><b>Aboriginal Tenant Service:</b><br><b>Ph: 02 9833 3314</b><br><b>www.tenants.org.au</b> | <ul style="list-style-type: none"> <li>Advocacy and advice for renters in every community.</li> </ul>   | Monday to Friday<br>9am-5pm  |
| <b>Wesley SE Sydney Homelessness</b><br><b>Ph: 1300 259 789</b>   | <ul style="list-style-type: none"> <li>Assistance for persons at risk of homelessness</li> </ul>  | Monday to Friday<br>9am-5pm  |

# Emergency Telephone Support

| Organisation  | Type of Assistance   | Hours                             |
|---|--|-----------------------------------|
| <b>CAMHS</b><br><b>Ph: 9382 4347</b>  | <ul style="list-style-type: none"> <li>Mental health support for children and adolescents</li> </ul>   | Monday to Friday<br>9am to 5pm    |
| <b>Child Protection Line</b><br><b>Ph: 132 111</b>  |  | 24 hours/ 7days                   |
| <b>Domestic Violence Line</b><br><b>Ph: 1800 656 463</b>  | <ul style="list-style-type: none"> <li>Assistance with AVO's</li> <li>Counselling on domestic violence</li> <li>Referral to women's refuges</li> </ul>                         | 24 hours/ 7days                   |
| <b>Immigration advice &amp; rights centre</b><br><b>Ph: 02 9234 0700</b>  | <ul style="list-style-type: none"> <li>Immigration advice – helping vulnerable people navigate Australian immigration law</li> </ul>   | Monday to Friday<br>9am to 4pm    |
| <b>Headspace Bondi Junction</b><br><b>Ph: 1800 650 890</b><br><b>Eheadspace.org.au</b>                                    | <ul style="list-style-type: none"> <li>Support for 12-25 year olds</li> </ul>  | Monday to Friday<br>9am to 5pm    |
| <b>Jewish House</b><br><b>Ph: 1300 544 357</b>  | <ul style="list-style-type: none"> <li>Crisis help</li> </ul>  | 24 hours/ 7days                   |
| <b>Kids Helpline</b><br><b>Ph: 1800 551 800</b><br><b>www.kidshelpline.com.au</b>   | <ul style="list-style-type: none"> <li>Online counselling for children and young people aged 5-25</li> </ul>   | 24 hours/ 7days                   |
| <b>Law Access</b><br><b>Ph: 1300 888 529</b><br><b>Lawaccess.nsw.gov.au</b>   | <ul style="list-style-type: none"> <li>Assistance with any legal matters. Law Access can refer to an appropriate service for your matter</li> </ul>                            | Monday to Friday<br>9am to 5pm    |
| <b>Lifeline</b><br><b>Ph: 131 114</b>   | <ul style="list-style-type: none"> <li>Counselling service with information about support services</li> </ul>  | 24 hours/ 7days                   |
| <b>Mensline</b><br><b>Ph: 1300 789 978</b>  | <ul style="list-style-type: none"> <li>Counselling service with information about support services for men</li> </ul>  | 24 hours/ 7days                   |
| <b>Mental Health Line</b><br><b>Ph: 1800 011 511</b>  | <ul style="list-style-type: none"> <li>Support for people in mental health crisis or on behalf of another person</li> <li><b>In an emergency, call 000</b></li> </ul>          | 24 hours/ 7days                   |
| <b>Migrant Employment Legal Centre</b><br><b>Ph: 8002 1203</b><br><a href="https://mels.org.au/">https://mels.org.au/</a> | <ul style="list-style-type: none"> <li>We offer free, confidential legal advice and representation to <b>migrants and temporary visa holders</b> in New South Wales</li> </ul> | Monday to Friday<br>9am to 5pm    |
| <b>National Debt Hotline</b><br><b>Ph: 1800 007 007</b>   | <ul style="list-style-type: none"> <li>Assistance with managing debt</li> </ul>  | Monday to Friday<br>9:30am-4:30pm |



| <b>Organisation</b>   | <b>Type of Assistance</b>  | <b>Hours</b>                     |
|---|--|----------------------------------|
| <b>National Sexual Assault, Domestic &amp; Family Violence Counselling Services</b><br><br><b>Ph: 1800 737 732</b><br><b>1800 RESPECT</b> | <ul style="list-style-type: none"> <li>Individualised counselling for people who have experienced sexual assault and/or DFV.</li> <li>Referrals can be made to other services if required</li> </ul>   | 24 hours/7 days                  |
| <b>No to Violence</b><br><br><b>Ph: 1300 766 491.</b>   | <ul style="list-style-type: none"> <li>Men's Referral Service is available 7 days for men who use family violence and to friends and family who are concerned about someone they know using family violence</li> </ul>   | 24 hours/7 days                  |
| <b>QLife (LGBTIQ)</b><br><b>Ph: 1800 184 527</b><br><br><b>Qlife.org.au</b>   | <ul style="list-style-type: none"> <li>QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.</li> </ul>  | 7 days<br>3pm to Midnight        |
| <b>Rape Crisis Centre</b><br><br><b>Ph: 1800 424 017</b>  | <ul style="list-style-type: none"> <li>Counselling for victims of sexual assault</li> </ul>  | 24 hours/ 7days                  |
| <b>Salvation Army Assessment Line</b><br><b>Ph: 1300 371 288</b>  | <ul style="list-style-type: none"> <li>Emergency relief for bills, food and clothing</li> <li>Eligibility requirements</li> </ul>  | Monday to Friday<br>9am– 5pm     |
| <b>SANE</b><br><b>Ph: 1800 187 263</b><br><br><b>Sane.org</b>   | <ul style="list-style-type: none"> <li>Mental health support</li> </ul>  | Monday to Friday<br>10am to 10pm |
| <b>Suicide Call Back Service</b><br><b>Ph: 1300 659 467</b>   | <ul style="list-style-type: none"> <li>24- hour service that provides telephone counselling to people 18 years and over who fit one of the following categories</li> <li>People who are suicidal</li> <li>People caring for someone who is suicidal</li> <li>People bereaved by suicide</li> </ul> | 24 hours/ 7days                  |
| <b>Victims Access Line</b><br><b>Ph: 1800 633 063</b>   | <ul style="list-style-type: none"> <li>Single entry point for victims of crime in NSW to access services</li> </ul>  | Monday to Friday<br>9am–5pm      |