



# CRISIS ASSISTANCE DIRECTORY



## **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**

**E: [jnc@jnc.org.au](mailto:jnc@jnc.org.au)**

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

This directory has been created to provide information for residents of the Randwick & Waverley Local Government Areas.

If you have any updates or know of any other services we could include in this directory please call us.



**The information in this directory was correct as at April 2019**

## Contents:

Emergency Assistance & Food	2
Emergency Accommodation	7
Financial Counselling, Legal Advice & Low Interest Loans	8
Emergency Telephone Support	10
Mental Health Support	11

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Anglicare Emergency Relief</b> 240 Birrell Street Waverley  <b>Ph: 9798 1400</b>	<b>Emergency Relief</b> <ul style="list-style-type: none"> <li>For assistance with electricity, gas, water and phone bills – follows EAPA guidelines. If over \$600 a face to face appointment is needed.</li> <li>Chemist bills</li> <li>Rental arrears &amp; moving costs</li> <li>Food parcels</li> <li>General financial advocacy &amp; form support</li> <li>Financial literacy &amp; budgeting assistance</li> </ul> <p>Will also make referrals to Anglicare <b>PHAMS</b> who support people with a mental health diagnosis</p>	9am – 5pm by appointment only  (Please call at 9am on Mondays as the service is by appointment only)
<b>Asylum Seekers Centre</b> (Services for asylum seeker clients only) 43 Bedford Street, Newtown  <b>Ph: 9078 1900</b>	<ul style="list-style-type: none"> <li>Financial relief</li> <li>Food Pantry</li> <li>Hot Lunches</li> <li>Case Management and Counselling</li> <li>Social Activities</li> </ul>	Monday to Friday between 9am- 4pm  For Interpreter Ph: 131 450
<b>Centre 360</b> 461-463 Oxford St, Paddington  <b>Ph: 9331 2691/            1800 249 740</b> <b>E: enquiries@stfrancis.org.au</b>	<b>12-24 year olds only</b> <ul style="list-style-type: none"> <li>Counselling</li> <li>Case management</li> <li>Groups</li> </ul>	Monday to Thursday 10am - 6pm Friday 10am-5pm <b>By appointment only</b>
<b>Community Pantry @ St Marks Malabar</b> Cnr Franklin & Victoria Lane Malabar  <b>Ph: 9311 0309</b>	<ul style="list-style-type: none"> <li>Fill a bag with groceries for \$10</li> <li>Bring Pension or health care card</li> </ul>	<b>Fridays</b> <b>10.30am to 11.30am</b> 3, 17 & 31 May 14 & 28 June 12 & 26 July 9 & 23 August 6 & 20 September 4 & 18 October 1, 15 & 29 November 13 December

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Exodus Foundation</b> 180 Liverpool Street Ashfield  <b>Ph: 8752 4600</b>	<ul style="list-style-type: none"> <li>Free meals at Loaves &amp; Fishes restaurant and Mobile van at Woolloomooloo</li> <li>Healthcare</li> <li>Drama and Activities</li> </ul>	<b>Office hours:</b> Monday to Friday 8am-5pm <b>Meals:</b> Breakfast: 9am-9.45am Lunch: 11.30am-12.45pm Dinner: 7.30pm-8.30pm (Woolloomooloo only)
<b>Hope Street Urban Compassion</b> 91 Forbes Street Woolloomooloo  <b>Ph: 9358 2388</b>	<ul style="list-style-type: none"> <li>Gambling Help</li> <li>Women's Services</li> <li>Food support</li> </ul>	Monday to Friday 9am-5pm (By appointment)
<b>Jewish House</b> 17 Flood Street, Bondi  <b>Ph: 1300 544 357</b>	<ul style="list-style-type: none"> <li>24hr Crisis help line</li> <li>Crisis Accommodation</li> <li>Case Management</li> </ul>	<ul style="list-style-type: none"> <li>Crisis line 24 hour</li> <li>Office: Monday to Friday 9am – 5pm</li> </ul>
<b>Jubilee Resources Church In The Market Place</b> 400 Oxford Street Bondi Junction  <b>Ph: 9387 2300</b>	<ul style="list-style-type: none"> <li>Low Interest loans (appointment only)</li> </ul>	Monday to Friday 9am – 5pm
<b>Kooloora Community Centre</b> 167 Bilga Cres, Malabar  <b>Ph: 9661 9160</b>	<ul style="list-style-type: none"> <li>Assistance with essential bills (e.g. electricity, gas) Tuesdays only 9am-12pm</li> <li>Must bring original bill</li> </ul>	Monday to Friday 9am - 4pm
<b>Matthew Talbot Hostel</b> 22 Talbot Lane, Woolloomooloo  <b>Ph: 9357 1533</b>	<b>Men 21 years+ only</b> <ul style="list-style-type: none"> <li>Free Meals</li> <li>Health Clinic</li> <li>Case Management</li> <li>Counselling</li> <li>Clothing assistance</li> <li>Accommodation</li> </ul>	<b>Free Meals 7 days</b> <ul style="list-style-type: none"> <li>Breakfast: 7.30am</li> <li>Lunch: 12.30pm</li> <li>Take away dinner from 4.30pm</li> </ul> <b>Clothing:</b> Mon, Wed & Fri.

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Mission Beat</b>  <b>Free Call: 1800 306 461</b>	Emergency transport service for Sydney's homeless community	7am to 10.30pm 7 days a week
<b>Newtown Mission Drop In</b> 280A King Street, Newtown  <b>Ph: 9519 9000</b>	<ul style="list-style-type: none"> <li>Food packages</li> </ul>	Tues to Friday 10am-4pm
<b>Newtown Neighbourhood Centre</b> 1 Bedford Street Newtown  <b>Ph: 9564 7333</b>	<ul style="list-style-type: none"> <li>Boarding House outreach service</li> <li>Counselling</li> <li>Aged Care support</li> </ul>	Mon, Tues, Wed & Fri 9.30am-2pm Thursday 2pm-4.30 pm
<b>OzHarvest Market</b> 147 Anzac Parade, Kensington  <b>Ph: 1800 108 006</b>	<ul style="list-style-type: none"> <li>Food &amp; Grocery Items</li> </ul>	Monday to Friday 10am – 2pm
<b>Rough Edges Café / St Johns Anglican Church</b> 231a Victoria Street Darlinghurst  <b>Ph: 9360 6844</b>	<ul style="list-style-type: none"> <li>Housing assistance</li> <li>CAPP Program Community Assistance</li> <li>Drop-in centre/cafe</li> </ul>	<b>CAPP Program</b> Wed & Fri 11am-2pm Lunch: Wed & Fri 11am-2pm Dinner: Sun & Mon 7.30-9.30pm Wed to Fri 7.30-10.30pm
<b>St Canice's Church</b> 28 Roslyn St, Kings Cross  <b>Ph: 9358 5229</b>	<ul style="list-style-type: none"> <li>Free Lunch (7 days)</li> <li>Free dinner (Wednesday)</li> </ul>	Lunch: 11am-12.30pm Dinner: Wed from 7pm
<b>St Constantine &amp; Helen (Greek Orthodox)</b> 378 King St, Newtown  <b>Ph: 9519 7868</b>	<ul style="list-style-type: none"> <li>Free lunch (12pm-2pm)</li> </ul>	Monday to Friday 12pm - 2pm  (closed during church services)
<b>St Vincent de Paul Welfare Centre, Kingsford</b> Level 2, 1A Meeks St Kingsford NSW 2032  <b>Ph: 9662 7380</b>	<ul style="list-style-type: none"> <li><b>Welfare assistance</b> (food, furniture, clothing)</li> </ul>	<b>Appointment only</b> Monday to Friday: 9.30am – 12pm 1pm – 3.30pm
<b>Sydney Multicultural &amp; Community Services</b> 3 General Bridges Cres. Daceyville 2032	<ul style="list-style-type: none"> <li><b>EAPA vouchers</b> to assist recently arrived migrants and refugees. (eligibility requirements)</li> <li>Legal Aid service once a month</li> </ul>	Monday to Friday 8.30am-5pm

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Ph: 9663 3922</b>	<ul style="list-style-type: none"> <li>Financial assistance for newly arrived migrants</li> </ul>	
<b>The Salvation Army</b> <b>Crisis Assessment Line</b>  <b>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 9am – 5pm
<b>The Salvation Army</b> <b>Street Level Café</b> 339 Crown St (enter from Derby Lane off Albion) Surry Hills  <b>Ph: 9380 2882</b>	<ul style="list-style-type: none"> <li>Low cost breakfast &amp; lunch (\$2)</li> <li>Free Thursday Lunch</li> <li>Financial Counsellor (by appointment)</li> <li>EAPA service (assistance with energy bills)</li> <li>Laundry/shower/facilities</li> <li>Caseworker Wed-Fri</li> <li>Lockers (limited)</li> </ul>	<b>General Hours:</b> Monday to Friday 9.30am-3.30pm <b>Breakfast:</b> From 9.30am <b>Lunch:</b> Monday -Friday 12pm-1.30pm
<b>The Salvation Army</b> <b>Maroubra</b> 100 Boyce Rd, Maroubra  <b>Ph: 9314 2166</b>	<ul style="list-style-type: none"> <li>Free Breakfast</li> <li>Free Lunch</li> </ul>	<b>Breakfast:</b> Monday & Tuesday 9am – 10.30am <b>Lunch:</b> Wednesday 12pm
<b>The Station</b> Corner of Clarence & Erskine Street Sydney  <b>Ph: 9299 2252</b>	<b>Drop-in Centre for Homeless persons 21 years &amp; over</b> <ul style="list-style-type: none"> <li>Shower, Laundry</li> <li>Free breakfast</li> <li>Free lunch</li> <li>Legal assistance (Mondays)</li> <li>GP (Mondays)</li> <li>Psychiatrist (Tuesdays)</li> </ul>	Monday to Friday 7.30am-3pm Sat and Sunday 7.30am-1pm
<b>Uniting Church 'Newtown Mission'</b> <b>The Jordan Cafe</b> 280A King St, Newtown <b>Ph: 9519 9000</b>	<ul style="list-style-type: none"> <li>Free meals (from 6/2/18)</li> <li>Legal assistance (Friday 1.30pm-2.30pm)</li> </ul>	<b>Lunch:</b> Tuesday, Wednesday, Friday 1pm to 3pm <b>Dinner:</b> Thursday: 6pm to 7.30pm

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Vine Church</b> 200 Albion Street Surry Hills  <b>Ph: 8937 4521</b>	<ul style="list-style-type: none"> <li>Free hot breakfast</li> </ul>	Sundays 8am-8.45am
<b>Wayside Bondi - Norman Andrews House</b> 77 Roscoe St, Bondi Beach  <b>Ph: 9581 9193</b>	<ul style="list-style-type: none"> <li>Free Breakfast: 8.30am - 9.15am</li> <li>Lunch 12pm – 12.30pm (from \$1, \$1.50 &amp; \$2)</li> <li>Clothing assistance</li> <li>Laundry and shower facilities 8.30am-2pm</li> <li>Lockers (limited)</li> <li>Mental health nurse Thursdays 9.30am-12.30pm</li> <li>Casework</li> <li>Housing support</li> <li>Legal assistance</li> <li>Podiatrist Tuesday once a month</li> </ul>	Monday, Tuesday, Wednesday, Friday: 8.30am-3pm  Thursday 8.30am-3pm
<b>The Wayside Chapel</b> 29 Hughes Street Potts Point  <b>Ph: 9581 9100</b>	<ul style="list-style-type: none"> <li>Low cost meals</li> <li>Showers</li> <li>Drop-in Centre</li> <li>Care Coordination</li> <li>Clinics – legal, physical health, mental health, Centrelink, SMART Recovery, housing.</li> <li>NDIS</li> </ul>	Monday 9am-10pm Tuesday to Friday 9am – 10.30pm Saturday 9am – 10.30pm Sunday 10am-10.30pm
<b>Woollahra Food Pantry Woollahra Seventh-day Adventist Church</b> 219 Edgecliff Rd, Woollahra (access in Chester Lane)  <b>Ph: 0434623817 or 0409456553</b>	<ul style="list-style-type: none"> <li>Free Food &amp; Grocery Items</li> </ul>	Tuesdays 1.30pm – 3pm

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
--------------	--------------------	-------

## Emergency Accommodation

Organisation	Type of Assistance	Hours
<b>Link2home</b> State wide telephone service about homelessness  <b>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>Referrals to refuges</li> </ul>	24 hours/7 days
<b>Housing NSW</b> <b>After Hours Temporary Accommodation Line</b> <b>Ph: 1800 152 152</b>  Accommodation is provided only one night at a time.	<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: 9.00am-5.00pm Weekends & Public holidays: 10am-10pm  At other times call Housing NSW, Maroubra office: <b>9314 4056</b>
<b>Anglicare</b> <b>(Aged Care Support Line)</b>  <b>Ph: 9700 7714</b>	<ul style="list-style-type: none"> <li>Support community care specific to needs for people aged over 65.</li> <li>Priority to elderly who are struggling.</li> <li>Referrals to other community care services</li> </ul>	Monday to Friday: 6am – 7pm  .



# Financial Counselling, Legal Advice and Low Interest Loans

Organisation	Type of Assistance	Hours
<b>Centrelink</b> 136 240 <b>Employment Service:</b> 132 850 <b>Family Assistance Line :</b> 136 150 <b>Youth Allowance Line:</b> 132 490 <b>Disabilities, Sickness and Carers Line:</b> 132 717	<ul style="list-style-type: none"> <li>• Rent Assistance</li> <li>• Crisis Payments</li> <li>• Financial Case Management.</li> </ul>	Centrelink phone lines: Monday to Friday 8am-5pm.
<b>Courts NSW</b> <b>General line:</b>  <b>Ph: 1300 679 272</b>	<ul style="list-style-type: none"> <li>• Help with court documents</li> </ul>	Monday to Friday 8.30am–5.00pm
<b>National Debt Help Line</b>  <b>Ph: 1800 007 007</b>	<ul style="list-style-type: none"> <li>• Financial Counsellors assist with debt problems</li> </ul>	Monday to Friday 9am-5pm
<b>Energy and Water Ombudsman NSW</b>  <b>Ph: 1800 246 545</b>	<ul style="list-style-type: none"> <li>• Help for electricity, gas &amp; water issues E.g. disconnections, difficulty paying bills</li> </ul>	Monday to Friday 9am-5pm
<b>Inner City Legal Centre</b> Kings Cross Library, 50-52 Darlinghurst Rd, Kings Cross NSW 2011  <b>Toll free: 1800 244 481</b>	<ul style="list-style-type: none"> <li>• Free legal advice and assistance with a range of legal issues including credit and debt matters</li> <li>• Must live in the Waverley or Woollahra LGA</li> </ul>	<ul style="list-style-type: none"> <li>• <b>By appointment only</b>                Mon, Thurs and Friday                9am - 5pm                Tues &amp; Wed                9am - 8pm             </li> </ul>

# Financial Counselling, Legal Advice and Low Interest Loans

Organisation	Type of Assistance	Hours
<b>Jubilee Resources Church In The Market Place</b> 400 Oxford Street Bondi Junction  <b>Ph: 0452 543 217</b>	<b>NILS no interest loan scheme</b> <ul style="list-style-type: none"> <li>• <b>Low Interest loans</b> (appointment only)</li> </ul>	Monday to Thursday 9.30am – 4pm
<b>Kingsford Legal Centre</b> Ground Floor, Law Building University of NSW Kensington  <b>Ph: 9385 9566</b>	<ul style="list-style-type: none"> <li>• Free legal advice and assistance with a range of legal issues including credit and debt matters</li> <li>• Must live in Randwick or the Eastern area of Bayside LGA</li> <li>• By appointment only</li> </ul>	Monday to Friday 9am-5pm  (Closed between 1pm and 2pm for lunch)
<b>Legal Aid</b> Head Office, 323 Castlereagh St, Sydney  <b>Ph: 9219 5000</b>	<ul style="list-style-type: none"> <li>• Free 20 minute interview for credit &amp; debt advice.</li> </ul>	Monday to Friday 9am to 5pm
<b>Law Access NSW Legal Helpline</b>  <b>Ph: 1300 888 529</b>	<ul style="list-style-type: none"> <li>• Free legal information</li> </ul>	Monday to Friday 9am to 5pm
<b>Wesley Financial Counselling Services</b> 220 Pitt Street Sydney NSW 2000 <b>Ph: 1300 827 638</b>	<ul style="list-style-type: none"> <li>• Free independent &amp; confidential face to face counselling</li> </ul>	<b>Enquiries:</b> Monday to Friday 9am-4.30pm

# Emergency Telephone Support

Organisation	Type of Assistance	Hours
<b>Domestic Violence Line</b>  <b>Ph: 1800 656 463</b>	<ul style="list-style-type: none"> <li>• Assistance with AVO</li> <li>• s, counselling on domestic violence.</li> <li>• Referral to Women's Refuges</li> </ul>	24 hours a day 7 days a week
<b>Jewish House</b>  <b>Ph: 1300 544 357</b>	<ul style="list-style-type: none"> <li>• Crisis Help</li> </ul>	24 hours a day 7 days a week
<b>Lifeline</b>  <b>Ph: 131 114</b>	<ul style="list-style-type: none"> <li>• Counselling service with information about support services.</li> </ul>	24 hours a day 7 days a week
<b>Mensline</b>  <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 a day 7 days a week
<b>Parentline</b>  <b>Ph: 1300 130 052</b>	<ul style="list-style-type: none"> <li>• Counselling service with information about support services for parents.</li> </ul>	24 hours a day 7 days a week
<b>Rape Crisis Centre</b>  <b>Ph: 1800 424 017</b>	<ul style="list-style-type: none"> <li>• Counselling for victims of sexual assault</li> </ul>	24 hours a day 7 days a week
<b>Salvation Army Assessment Line</b>  <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 9am – 5pm

# Mental Health Support

Organisation	Type of Assistance	Hours
<b>Mental Health Line</b>  <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 a day 7 days a week
<b>Suicide Call Back Service</b>  <b>Ph: 1300 659 467</b>	24-hour service that provides telephone counselling to people 18 years and over who fit one of the following categories: <ul style="list-style-type: none"> <li>• People who are suicidal</li> <li>• People caring for someone who is suicidal</li> <li>• People bereaved by suicide</li> </ul>	24 hours a day 7 days a week