

JNC Crisis Directory

2023

JNC Community Hubs

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

Bondi Junction: 59 Newland Street (next to

Clementson Park) **Bondi Junction NSW 2022**

9349 8200 contact@jnc.org.au

www.jnc.org.au

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This directory was last updated May 2023.

JNC has compiled this directory of local services that support people with emergency assistance and crisis situations. These services change often, and we will keep this directory up to date.

Please note that details may change regularly, so please call first or check our website. If you have any other enquiries, you can call our office on 9349 8200 so we can assist you.

If you have an enquiry about services or need support, please don't hesitate to contact us.

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.

Health Support

Organisation		Type of Assistance	Hours
Coronavirus Hotline Ph: 1800 020 080	•	Hotline that anyone can call regarding COVID-19	24 hours/7 days
https://www.health.gov.au/contacts/national-			
<u>coronavirus-helpline</u>			
Covid 19 Disability Hotline Ph: 1800 643 787	•	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 counsellor for emotional support.	Monday to Friday 8am to 8pm
Health direct	•	Hotline – Free Australian health	24 hours/7 days
Ph: 1800 022 222		advice	
www.healthdirect.gov.au			
Service NSW	•	Hotline to support people and	24 hours/7 days
Ph: 13 77 88		business operators throughout the COVID-19 pandemic with questions about support and	
		government assistance	

Emergency Assistance & Community Support

Organisation	Type of Assistance	Hours
Addison Rd Community Centre (Addi Road Food Pantry) 142 Addison Rd, Marrickville Ph: 9569 7633 Email: info@addiroad.org.au www.addiroad.org.au	 Food Relief Hub at Addison Road -Low-cost in-person shopping at Addi Road Food Pantries Marrickville and Camperdown. Food Relief hampers and grocery voucher 	Monday- Friday 9am-5pm Food Pantry Marrickville: Mon- Fri 12-4 pm Food Pantry Camperdown: Tue-Fri 12-4 pm
Camperdown 31 Pyrmont Bridge Rd Camperdown		
South Eastern Community Connect (SECC) SECC Hub-1007 Botany Rd Mascot Office ph: (02) 7903 0607	 Drop in- (days and times provided) The People's Pantry- non-perishable Family Support Services for Seniors Supports young people 	Monday to Friday 9:30am-4pm
Head office: (02 8338 856) Asylum Seekers Centre (Services for asylum seeker clients only) 43 Bedford Street Newtown Ph: 9078 1900	 Health support Housing & Finance Work & Training Food Support- Free hot lunches Tuesday and Thursday. Education & Family support Community activities 	Monday to Friday 10am to 4pm For Interpreter Ph: 131 450
BaptistCare Hope Street- Inner City 174 Cathedral Street Woolloomooloo Ph: 8061 1500	 Homelessness Domestic violence Women's spaces Affordable food Fair finance 	Community Café: open Monday-Friday 9am-1pm Opportunity Shop: open Monday, Wednesday, Friday 9am-1pm

Organisation	Type of Assistance	Hours
	Families support	
Mobile Community Pantry St Pauls South Coogee (every second Thursday) 1 Gregory Street South Coogee Ph: 0407 891 306 St Mark's Anglican Church (every Second Friday) Cnr Franklin St & Victoria Lane Malabar Ph: 9311 0309 https://www.anglicare.org.au/mobile- community-pantry	 Van stocked- non-perishables. \$12 to fill bag (max: 2 bags \$24) 	South Coogee— Every Second Thursday 3:30pm-4:30pm Malabar Every Second Friday 10am-11am
Counterpoint Community Centres Counterpoint Factory: 67 Raglan Street, Waterloo Ph: 9698 9569 Counterpoint Multicultural Centre: 73 Garden Street, Alexandria Ph: 9319 4073	 Support and advocacy Social, educational, & cultural programs Free internet access, office facilities & more 	Waterloo- Monday to Thursday 9:15am to 4.15pm Alexandria- Monday to Thursday 9:15am to 4.15pm Friday 9.15am-12pm
Bill Crews Foundation 180 Liverpool Street Ashfield Ph: 8752 4600 info@billcrews.org Glebe Assistance Partnership Program (GAPP) 138a Glebe Point Rd Glebe (Beside Church, opposite Commonwealth Bank) Ph: 9552 4164	 Free meals Welfare and community support Healthcare opens every day. Call phone (02) 8752 4602 to make appointment. Check website for various locations Emergency assistance-food parcels Financial assistance Check website for additional services. 	7 days a week Meals: Breakfast: 9am- 9:45am Lunch: 11:30am- 12:45pm Dinner: 7:30pm- 8:30pm Food Parcel collection — Monday 10am-1pm Wednesday 10am-12.30pm
http://glebechurch.org.au/ Kingsford Legal Centre Ph: (02) 9385 9566 Email to: legal@unsw.edu.au Currently no face-to-face appointments, this is subject to change. Please contact for confirmation.	 Can advise on matters such as domestic violence. Credit and debt Victim's compensation Criminal law Employment law Aboriginal Access Program Healthy- Justice Partnership at Prince of Wales Hospital 	Monday to Friday 9am-1pm & 2pm-5pm Advice Night: From 6pm Tuesday Wednesday & Thursday
Kooloora 167 Bilga Crescent Malabar Ph: (02) 9661 9160 koolooracommunity@outlook.com	 EAPA vouchers – Tuesdays 9.30am-3.30pm only. Call for details. Community Centre that is open to all. Food parcels Fresh Fruit, vegetable, and baked bread. \$15.00 Supported playgroup, family & senior's activities, English classes. See website for additional information & services 	Monday 9am-5:30pm Food parcels Monday, Wednesday & Friday 11.00am- 3.30pm Hot Meals - Wednesday Closed on weekends.

Organisation	Type of Assistance	Hours
Jesus Cares Ministry Charity	Food Van Ministry	Times and Locations: Friday/Saturday night
		7:45 pm Martin Place, Philip St. CBD 8:30 pm, Woolloomooloo, Cathedral St.
		9:15pm, Belmore Park, Eddy Avenue
		Thursday breakfast: 7:00 am Belmore Park, Eddy Avenue
Lou's Place 67 Renwick St Redfern	 Meals, Shower, laundry, emergency clothing, and toiletries Crisis intervention, referral, trauma 	Monday, Wednesday, Thursday & Friday 8.30am-3.30pm
Ph: 02 9358 4553 Women Only	informed program, legal advice, support court appearances/medical appointments & case management.	Tuesday 8.30am-2:30pm
	Activities and therapeutic classes.	Breakfast 8.30am – 9:30 am Lunch 12.30pm
Mission Australia 31 Roslyn St Rushcutters Bay/Kings Cross	Emergency relief for certain areas. If you live outside these suburbs, they can offer other options.	Monday-Friday 9am-5pm
Ph: 02 9357 1144	Offer support solely to people unable to pay their bills or who are at a high risk of not being able to do so	
Mission Beat (Mission Australia) Free Call: 1800 306 461	Provides rapid response crisis intervention, street support, welfare assistance, case management.	Monday – Friday 8am-9pm Weekends, 6pm – 9pm
(02) 9356 0714	 Provides immediate on street support to access food, shelter, and medical care. Ongoing support to stabilise people into housing and their new community. Referrals 	
Newtown Neighbourhood Centre 1 Bedford Street	Information and referral	Main office Monday to Thursday
Newtown	CounsellingCommunity programsHomelessness	10am-1pm
Ph: (02) 9564 7333	Families support.Boarding housesAged Care	Weekends closed.
No Interest Loan Scheme (NILS)	The No Interest Loan Scheme (NILS) helps low-income households.	Go to Website for closest provider.
Service.nsw.gov.au/transaction/no-interest-loans-scheme-nils		
One Meal Makes a Difference https://www.onemeal.org.au/	Not-for-profit, community organisation that helps to feed the vulnerable and at-risk members of our local	Darlinghurst 301 Victoria St, Darlinghurst Weekly on Saturdays and
mob: 0413 873 880	communities	Sundays From 6:15pm – 7pm <u>Surry Hills</u> Belvoir St Surry Hills
		Weekly Saturday 7.15pm-8pm

	Type of Assistance	Hours
OzHarvest Market 95 Wellington St, Waterloo.	For individuals who need food relief.	Tuesday to Saturday from 10am – 2pm
https://www.ozharvest.org/ozharvest- market-waterloo/		
Ph: 1800 108 006		
Prosper (Project Australia)'s Sydney Help Hub	 Aids those experiencing financial hardship. Provided clothing, food, toiletries, 	See website or call for information on Help Hub events and programs.
https://prosperprojectaustralia.org/	nappies, and household item. Items will depend on availability.	
Ph: 0402 787 571		
Email: mail@prosperprojectaustralia.org Red Cross Australia	Emergency relief	Monday to Friday
www.redcross.org.au	Community servicesMigration support	9am-5pm
Ph: 1800 733 276		
E: contactus@redcross.org.au		
Rough Edges Café /	Creating a safe place for people to	Monday -Sunday
St Johns Anglican Church	come together.	7:30pm to 9:30 pm
120 Darlinghurst Rd Darlinghurst, NSW 2010		Wednesday, Friday Also open on 12-2pm
Ph: 9360 6844		Lunch Wednesday-Friday 12-2pm Dinner 7.30-8.30pm Sunday- Friday
		Office opening hours: Monday-Friday: 9:00 am- 5:00pm
		Wednesday and Friday daytimes: social worker is available to support patrons
St Vincent de Paul Community Support Centre Level 2/1A Meeks Streets Kingsford Tel: (02) 9662 7380	 People experiencing hardship can access financial and material assistance. Other services and supports. Provide advocacy, referrals, and support in navigating the appropriate services. 	Monday -Friday 9am-5pm Closed on weekends
Ct Vincent/s Cude au Night Date	Telephone support	Eddio Mord Davis - Dalisatio
St Vincent's – Sydney Night Patrol Tel: (02) 9518 0303 https://www.vinnies.org.au/page/Find_Hel	 Providing meals, blankets, toiletries, snacks, hot beverages Service consists of two vans, operating seven nights per week. 	Eddie Ward Park – Belvoir Street side, Surry Hills: 7:30pm – 8:15pm and 9:45pm – 10:30pm Martin Place – Phillip Street,
p/NSW/Food/Sydney_Night_Patrol/	Companionship to people experiencing or at risk of homelessness Inner city of Sydney	Sydney: 8:30pm – 9:30pm Belmore Park – Eddie Ave, Haymarket: 10:45pm – 11:30pm

Organisation	Type of Assistance	Hours
The Salvation Army Assistance Line Ph: 1300 371 288 for an assessment	For emergency relief assistance	Monday to Friday 9am-5pm
The Salvation Army Maroubra 100 Boyce Road Maroubra (02) 9314 2166 Pathways Program Ph: 0408 798 172	Financial or material assistance	Opening hours: Monday to Wednesday 10am-1pm Thursday 5:30 pm to 7:30 pm
The Salvation Army Street Level Café 339 Crown Street (enter from Derby Lane off Albion) Surry Hills Ph: 9360 1321	Surry Hills Hope café – is a low-cost café that is open to everyone in the community.	Surry Hills Monday to Friday 9.45am-1pm Breakfast 9.45am-10.30am 2 course lunch \$2.00 12.00pm- 1.30pm Waterloo Café- Cnr Philip & Cope Street Waterloo ph: 9698 3586 Monday -Wednesday 9.45am- 2pm Wednesdays – free lunch for the community
The Station Ltd 82 Erskine Street Sydney NSW 2000 Ph: 9299 2252	 A drop-in centre for men and women (over 21) Food Shower Laundry Self-care- including haircuts. Mental health support Housing support Drug & alcohol support Medical & legal services 	7 days per week Breakfast daily – 7:30-9am Lunch daily at 12pm-12:30pm Breakfast and lunch Shower/laundry from 7:30- 12pm (M-F) 7.30am-10.30am (Weekends)
Wayside Chapel, Bondi Beach Level 1, 95 Roscoe St Bondi Beach Community Service Centre 77 Roscoe Street Bondi Beach Ph: (02) 9581 9104 Wayside Chapel, Kings Cross 29 Hughes Street Potts Point Ph (02) 9581 9100	 Women's Program Community Services Centre Wayside Cafes Healthcare Women's Program Community Services Centre Wayside Cafes Aboriginal Cultural Centre- Monday-Thursday 10am-2pm Call for additional information. 	Bondi- Monday-Friday 9am- 3pm Kings Cross Monday-Sunday 9am-9pm. Contact to confirm opening hours
Welfare Rights Centre PH: 02 9211 5300 (Sydney) 1800 226 028 (toll-free from outside Sydney) https://welfarerightscentre.org.au/	 Advice is provided over the phone. Provides free legal advice on Centrelink and social security matters to people in NSW. 	Monday and Wednesday: 9:30 am - 12:30 pm Or advice anytime via website

Organisation	Type of Assistance	Hours
Will2Live Food Trucks 0449 924 221	Food, tea/coffee & essentials provide at various locations	Weekends 6.45pm-470 Pitt St Haymarket. Weekend 10am- Cnr Fig & Wattle St Glebe
https://www.will2live.org.au/programs/e Email: info@will2liv.org.au		Saturday 12pm- TJ Hickey Park Waterloo Tuesday 6pm- Crn Catherine St & Lilyfield, Lilyfield
Metro Assist Head Office – Level 2, 59-63 Evaline St Campsie NSW 2194 Ph: (02) 9789 3744	 Family service Settlement Services Tenancy advice and advocacy Financial inclusion (NILS) Employment support Dress for work Community and family events – skills development and parenting support 	Monday-Friday 9am-5pm
B Miles Women Foundation Edgecliff https://www.bmiles.org.au/ PH: 1800 274 984 – 24/7 support	 Supports women. Housing, support, recovery Link in with relevant cultural services and support Navigating complex systems of support 	Intake hotline 9am-4.30pm Monday to Friday Email: intake@www.bmiles.org.au
Our Big Kitchen 36 Flood St Bondi NSW 2026 Ph: (02) 8084 2729	Prepare and distribute meals please contact Kitchen before attending to ensure meals are available.	Monday- Friday 8am-4pm
Surry Hills Neighbourhood Centre Ph: (02) 9356 4977 Add: 405 Crown St Surry Hills	 Children Services Support groups Community café See website for activities 	Monday-Friday 10 am - 4pm contact office by phone
Hillsong City Care Emergency Relief Unit 20, 198-222 Young St Waterloo Ph: (02) 8853 5391	 Free emergency food relief for individuals and families Support youth, children, families, and women 	Monday - 9.30am-1.30pm- Wednesday - 10.30am-2.30pm Friday - 9.30am-1.30pm

Family & Youth Support

	Type of Assistance	Hours
•	Family support	Monday to Friday
•	• •	9:00-5pm
•		
•		
•		
•		
•	· -	General enquiries- 9am-5pm
	Marrickville and Green Park	
•		
	referrals to services	
-		
•		Monday to Friday
		9am-5pm
•		
	• •	
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•	Children birth to 5 years	Karitane Careline
	•	 Family support Youth Support Referral services Parenting support Education Foster care Food van every night between Marrickville and Green Park Street walk- information and referrals to services Support for young people and families Offering integrated support services for children, young people, families, people with disability, older Australians, and carers

Organisation	Type of Assistance	Hours
1300 CARING (1300 227 464) or (02) 9794 2350 Karitane Randwick Parenting Centre 146 Avoca Street, Randwick NSW 2031 Ph: 9399 6999	 Your feelings and adjustment to being a parent. Sleep and settling Feeding and nutrition Age-appropriate babies 	Monday to Thursday 8am- 9pm Friday 8am-4.30pm Saturday 9am-3.30pm Randwick Monday-Friday 8.30am-5pm
Bondi Beach Cottage 42 Brighton Blvd, North Bondi NSW 2026 Ph: (02) 9365 1607 E: admin@bondibeachcottage.org.au	 Family Support Services Occasional Child Care Improving the social and personal welfare of individuals and families in the community 	Monday to Friday 8:30am-5:30pm Closed on the weekends
Botany Family & Children's Centre 13 Banksia Street Botany Ph: (02) 9666 5047 (office) http://www.bfcc.org.au/	 Parenting support Playgroups Transition to school Family support 	Monday to Friday 8am–4pm
Caretakers Cottage 96 Bondi Road, Bondi Junction Ph: 9389 0999	 Crisis Accommodation for young people 13-17 years old. Casework, referrals, outreach and more. 	Open 24 hours / 7 days a week
The Salvation Army Oasis Youth Support Network Ph: (02) 4353 9799	 Crisis accommodation for young people Individual support & counselling 	Monday to Thursday 9am – 5pm Friday 9am-4pm
Transitional accommodation Ph: 9380 6308	 Drug and Alcohol Support School, driving and group programs. See website for additional information 	After Hours 9331 2266 Crisis accommodation
CatholicCare Careline: 13 18 19	 Family support Supporting Parenting Counselling and relationships Disability services and more Allied health services 	Monday to Friday 8am–6pm
Family Advocacy and Support Services (FASS) Legal Aid Early Intervention unit: 1800 551 589 FASS Social Support Services men: 1300 00 3277 FASS Social Support Services women: 1800 113 277	 Combines free legal advice and support at court for people affected by domestic and family violence. Help with practical problems like Centrelink and housing. Information and support during family law cases 	Mondays to Fridays
Intensive Support Suite 1/802 Pacific Hwy, Gordon NSW 2072 Ph: (02) 9144 1447 or 0422 914 420 https://www.do.org.au/	 Casework support scheme The Mentor program. Personal Development Daily living NDIS provider See website for more information 	Open 24 hours/7 days a week
Kari Indigenous Social Support Service 1/128 Rothschild Ave Rosebery https://www.kari.org.au/ PH: (02) 8782 0344	 Community programs Family Support Case management, Financial, housing, employment supports & parenting courses. See website for more information 	Monday to Friday 8.45am to 5pm Closed on the weekends.

Organisation	Type of Assistance	Hours
La Perouse Aboriginal Community Health Centre 1 Elaroo Avenue Phillip Bay/La Perouse NSW 2036 Ph: (02) 9311 428	 Maternal, child and family health services Effective services to the local Aboriginal community. See website for additional services 	Monday to Friday 9am to 4:30 pm
ReachOut PH: (02) 8029 7777 https://au.reachout.com/ Relationships Australia PH: 1300 364 277	 Online Mental Health services and support For young people and their carers Online, anonymous, and confidential Relationship support services for individuals, families, and communities 	24 hours – online Office: Monday to Friday, 9am to 5pm Monday to Friday 9am to 5pm
 South-Eastern Community Connect Head office- 21 Vernon Ave Eastlakes Community Hub-1007 Botany Road, Mascot PH: 8338 8506 (Eastlakes) 7903 0607 (Mascot) 	 Children, adolescents & families SMOOSH program. Parent & Carer workshops Toy Library Family support Supported playgroup. Case management 	Eastlakes- Monday to Friday 9.30am-4pm Mascot- Monday-Thursday 9.30am to 3pm Friday 9.30am-2.30pm
Legal Aid Youth Hotline Ph: 1800 10 18 10	Free for under 18years who needs legal advice.	Open 9 am to midnight during week and 24 hours over weekend.
The Shopfront Youth Legal Centre 356 Victoria Street Darlinghurst Ph: (02) 9322 4808 www.theshopfront.org	Free legal advice and representation for homeless and disadvantaged young people aged 25 and under.	Office hours Monday to Friday 9.00am- 5.30pm Closed Public Holidays

Aged Services

Organisation		Type of Assistance	Hours
Randwick Meals on Wheels	•	The meals are delivered to persons,	Opening Hours:
Address: Shop 1, 523 Bunnerong Road,		who are frail and elderly, have a	7am - 1:30pm
MATRAVILLE, NSW, 2036		disability, or a carer.	
Ph: (02) 9661 3781	•	Delivery meals from Monday to	
https://randwickmealsonwheels.com.au/		Friday	
	•	Covers Randwick LGA area	
Meals on Wheels	•	The meals are delivered to persons,	Monday-Friday
		who are frail and elderly, have a	7.30am-4pm
NSW General enquiries: 1300 679 669		disability, or a carer.	
Anglicare	•	Home care	Monday to Friday
	•	Retirement living	9am-5pm
Ph: 1300 111 278	•	Residential	
Elder Mediation and Support Service	•	Counselling, mediation, and	
(Relationship Australia)		relationship Program	
Ph: 1300 364 277			
Aged & Disability Abuse Hotline	•	Hotline to report suspected abuse of	Monday to Friday
		an older person or person with a	9am – 5pm
PH: 1800 628 221		disability.	
Holdsworth Community	•	Social Activities	Monday to Friday
	l l		40

64 Holdsworth Street	•	Home care package	9am to 5pm
Woollahra	•	Holdsworth Homeshare	
	•	Home shopping and meal cuisine- ph:	
Ph: 02 9302 3600		9302 3605	
	•	Community Transport	
National Covid -19 Older Persons Information Line	•	Information and Support to Senior	Monday to Friday
		Australians about COVID-19	8:30am-6pm
PH: 1800 171 866	•	Access most-up to date information	
		and find support.	
South Eastern Community Connect SECC	•	Transport	<u>Eastlakes</u>
Head Office- 21 Vernon Ave, Eastlakes	•	Flexible respite care	Monday to Friday
Ph: 8338 8506 (Eastlakes)	•	Food services & Shopping	9am-4:30pm
	•	Home care packages	<u>Mascot</u>
1007 Botany Road, Mascot	•	Social support	Monday-Thursday 9.30am-
Ph:7903 0607 (Mascot)	•	Dementia support	3pm
	•	Tuesday Lunch group	Friday 9.30am-2.30pm
Sydney Multicultural & Community Services	•	Aged Services for people CALD	Monday to Friday
3 General Bridges Crescent,		backgrounds.	9am-5pm
Daceyville	•	Provide a range of different activities	
		and services.	
Ph: (02) 9663 3922	•	See Website for more information.	
www.sydneymcs.org.au			
The Euroa Centre	•	Mental Health services specialising in	Monday – Friday
Ph: 9382 3753,		assessment and management of	8.30am-5pm
1800 011 511 (after hours crisis)		people aged 65 years or more.	

Emergency Accommodation & Tenancy Issues

Organisation	Type of Assistance	Hours
EATS – Eastern Area Tenancy Service Ph: 9386 9147	Free advice and information to tenants having problems with their landlords /real estate agents.	Monday to Friday 9.30am-5pm
Link2home Ph: 1800 152 152	State-wide telephone and referral service for providing information, assessment and referral to specialist homelessness services, temporary accommodation – and other appropriate services for people experiencing or risk homelessness	24 hours/ 7 days Every day of the year
Bayside Women's Shelter Ph: 9341 7725 info@baysidewomensshelter.org baysidewomensshelter.org	 Crisis Accommodation for women and Children Practical service, providing accommodation, food, and safe refuge. Emotional support to help women rebuild their lives. Experiencing homelessness and/or Domestic and family violence 	Currently Open
St Vincent de Paul Dolores Women's Refuge Bondi Junction Seeking Assistance: 13 18 12 Ph: (02) 9560 2656	 Crisis accommodation and case management service for unaccompanied women. Referrals can be made via "Link2Home on 1800 1521 526, the Domestic Violence Line on 1800 656 463 or through their Central Intake Line on (02) 9560 2656. 	Monday to Friday 9am to 5pm
DCJ Housing Maroubra Office Level 7/832 Anzac Pde Maroubra	Assistance with Housing pathways, tenancy management	Monday to Friday: 9.00am-5.00pm

ph: (02) 9314 4056		
Matthew Talbot Hostel 22 Talbot Lane Woolloomooloo NSW 2011 Ph: 9358 8102 Ph: 9357 1533	 Temporary accommodation supports, essential services and meals. Support for Men over age 21 experiencing or in risk of homelessness. See website for additional services 	7days Open 24 hours
Tenants Union of NSW Tenants Advice Line – 1800 251 101	Provides advice, assistance, and information to tenants.	Monday 10am-1pm Thursday 2pm-5pm
Rental Arrears Haymarket Foundation – Sydney Homeless Early Intervention Scheme (SHEIS) Add; 137-139 Regent Street Chippendale, NSW 2008 https://www.haymarket.org.au/get- help/sheis/ Free call: 1300 029 202 Direct number: (02) 9197 9720	Assistance to single clients aged over 18 years who requiring help in maintaining Tenancies.	Monday to Friday 8am to 4pm
Greater Sydney Aboriginal Tenant Service (GSATS): Ph: 02 9833 3314 www.tenants.org.au	 Assist and Advocates with phone, letter of support, Tribunal, mediation. Housing appeals committee application, repairs, and Maintenance issues. 	Monday- Friday 9am-5pm
St Laurence House Kingsford PH: (02) 9349 6438	 13-18 years supported accommodation. Medium term residential service giving at risk and homeless young people 	24 hours/7days
St Vincent de Paul Killara Women's Refuge PH: 9560 2656	 Support Crisis accommodation and case management service for women with children who have experienced Domestic/Family violence. Referrals can be made via Link2Home on 1800 152 152 the Domestic Violence Line on 1800 656 463 or through their Central Intake Line on (02) 9560 2656. 	24 hours/7days
The Crossing- Mission Australia 31 Roslyn St Kings Cross PH: (02) 9357 1144	 Intensive support for young people 16-25-year-olds at risk of homelessness young people. Holistic client focused service works in collaboration with other youth support and specialist services in the community. To deliver an intensive and long-term support for the young person Outreach Case Management 	Monday to Friday 9am to 5pm
Wesley Homelessness Services and Wesley Tenancy Assist Ph: 1300 259 789	Assistance for persons experiencing homelessness or risk of homelessness or Tenancy.	

Emergency Telephone Support

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Organisation	Type of Assistance	Hours	
 Centrelink 136 240 Employment services PH: 132 850 Family Assistance Line PH: 136 150 Youth Allowance Line: PH: 132 490 Disabilities, Sickness and Carers Line PH: 132 717 	Information about payments and services.	Monday to Friday 8am-5pm	
Service NSW Ph: 13 77 88	 Covid 19 Support Access to government services via online, phone, or in-person at its service centres 	Monday - Friday 7am-7pm Weekend & Public Holidays 9am-5pm	
CAMHS Ph: (02) 8198 7300 Child & Family East (0-12years) NSW Mental Health Line: 1800 011 511 (24 hours)	Mental health support for children and adolescents (under 18years)	Monday to Friday 8:30 to 5pm	
Child Protection Helpline https://www.facs.nsw.gov.au/families/Protecting-kids/reporting-child-at-risk Ph: 132 111	Report a child at risk, harm and neglect	24 hours/ 7days	
Ph: 132 111 Parentline Ph: 1300 130 052	 Free counselling service- information and support services for Children 0-18 Help navigate difficult parenting dilemmas 	Office hours: Monday to Friday 9am-9pm Weekends 4pm-9pm	
Beyond Blue 1300 22 46 36 beyondblue.org.au	 Providing supports, resources, and services to people Supporting the mental health of others 	24hours/7 days	
Flourish- Maroubra Ph: 9393 9602 General enquiries: 1300 779 270 NDIS enquiries: 1300 356 874	 Mental Health Service – daily support Employment services 	Shop 301 116-132 Maroubra Rd – Maroubra 2035 Monday-Friday 9am – 5pm	
Domestic Violence Line Ph: 1800 737 732 1800 RESPECT	 Assistance with AVO's Counselling on family and domestic violence, sexual assault Emergency Accommodation See website for all types of support and resources available 	24 hours/ 7days	
National Indigenous Critical Response Service (NICRS) Free call: 1800 805 801 Mob: 0499 333 132 StandBy Mob: 0418 575 680	 Support after Suicide Service Provides support to individuals, families, communities impacted by suicide loss 	24 hours/ 7days	
Immigration advice & rights centre Ph: 8234 0700 DV Priority Line: (02) 8234 0700	Immigration advice	Monday 9am to 5.30pm Tuesday to Friday 9am to 5pm	

Organisation	Type of Assistance	Hours
Inner City Legal Centre Kings Cross Library 50-52 Darlinghurst Rd Kings Cross PH: (02) 9332 1966 SMS-only number: 0476 857 342 Toll Free 1800 244 481 Email: iclc@iclc.org.au	Free legal advice to people who live- Inner city, Eastern & Northern Suburbs of Sydney. See website for more information	Make appointment ph: 9332 1966 10am-6pm. Email: iclc@iclc.org.au Centre's offices at 50-52 Darlinghurst Rd, Kings Cross Office hours: 9 am – 5pm – Monday, Thursday, and Friday 9 am – 8 pm – Tuesday and Wednesday Closed for lunch each day: 1pm – 2pm
Legal Aid – Law Access NSW Head office, 323 Castlereagh St Sydney PH: 1300 888 529	Legal help for disadvantaged people.	Monday-Friday 9am-5pm
EHeadspace Ph: 1800 650 890 Eheadspace.org.au	 Free online telephone (normal charges do apply when calling on mobile phone. Can ask to be called back) support and counselling for 12-25years. Not an emergency service 	7 days a week 9.00am to 1.00am
Headspace Camperdown Ph: (02) 9114 4100	 Free and confidential service catered to 12-25 years. Mental Health Service. 	Monday – Friday 8.30am- 5.30pm
Headspace Bondi Junction Ph: (02) 9366 8800	 Free and confidential service catered to 12-25 years. Mental Health Service. 	Monday & Wednesday 9:00 am – 7:30 pm Tuesday, Thursday 10:00 am-6pm Friday: 9am – 5:00 pm Saturday / Sunday – closed. Service hours may vary.
Kids Helpline Ph: 1800 551 800 Website: www.kidshelpline.com.au	Online counselling and various resources for children and young adults aged 5-25	24 hours/ 7days
NSW Courts General Line PH: 1300 679 272	 Assists with different legal problems – fines, penalty notices and infringements. Police and crime Family, relationships, and children 	Monday to Friday 8.30am- 4.30pm
Law Access Ph: 1300 888 529 Lawaccess.nsw.gov.au	 Free assistance with legal information and referral Legal help 	Monday to Friday (excluding public holidays) 9am to 5pm
Lifeline Ph: 131 114 SMS: 0477 131 114	Crisis support – providing all Australians experiencing emotional distress with access to 24-hour crisis support.	24 hours/ 7days
Mensline Ph: 1300 789 978	Free telephone and online counselling service offering support services	24 hours/ 7days

Organisation	Type of Assistance	Hours
Jewish House Ph: 1300 544 357	Crisis Line – urgent assistance with personal or family crisis, accommodation, and other support.	24 hours/ 7days
Mental Health Line Ph: 1800 011 511	Support for people in mental health crisis or on behalf of another person – 24/7 statewide phone service – links people with NSW Health mental health services In an emergency, call 000	24 hours/ 7days
Migrant Employment Legal Service Ph: 8002 1203 Texting: 0475 360 241 Email: tle@mels.org.au	We offer free, confidential legal advice and representation to migrants and temporary visa holders in New South Wales	Monday to Friday 9am to 5pm
Energy and Water Ombudsman NSW PH: 1800 246 545	 Help resolve issues and complaints about energy, gas and water providers. 	Monday to Friday 9am-5pm (excluding public holidays)
National Debt Hotline Ph: 1800 007 007	Assistance with managing debt, debt solutions and financial Counselling.	Monday to Friday 9:30am-4:30pm
National Sexual Assault, Domestic & Family Violence Counselling Services Ph: 1800 737 732 1800 RESPECT	 National domestic, family, and sexual violence counselling, information, and support service. Counselling for people who have experienced or been impacted by sexual assault and/or DFV. 	24 hours/7 days
Disability Gateway Ph: 1800 643 787	Helps people with disabilities, their families, and carers with information and services and to find the support they need in Australia.	Monday to Friday 8am-8pm
Men's Referral Service Ph: 1300 766 491.	Men's Referral Service- telephone support service – who are seeking assistance to stop their violent or abusive behaviour towards their family members.	24 hours/7 days
QLife (LGBTIQ) Ph: 1800 184 527 Qlife.org.au	QLife provides Australia-wide anonymous, LGBTIQ peer support and referral.	7 days 3pm to Midnight
Rape and Domestic Violence Services Australia NSW Sexual Violence Helpline Ph: 1800 424 017 Sexual Abuse and Redress Support Service – Ph: 1800 211 028	Counselling for victims of sexual assault, rape or domestic or family violence	24 hours/ 7days

Organisation	Type of Assistance	Hours
Sexual, Domestic and Family Violence Helpline Ph: 1800 943 539 Rainbow Sexual, Domestic and Family violence helpline		
Ph: 1800 497 212		
Salvation Army Financial Assistance Ph: 02 8775 7988	Require Financial assistance.	Monday to Friday 9am-5pm
Ph: 13 72 58 (general enquiries)		
St Vincent de Paul Seeking assistance 13 18 12 General enquiries ph: 9568 0262 Homeless enquires Ph: 9560 2656	Assist people in need.	
Translating and Interpreting service (TIS) Ph: 131 450	Provide access to interpreting services	24 hours/7days
SANE Ph: 1800 187 263	Mental health support	Monday to Friday 10am to 10pm
Sane.org		
Disability Advocacy Futures Program Ph: 1800 843 929	InformationSelf-advocacyAdvocacy	
Suicide Call Back Service Ph: 1300 659 467	 24- hour service that provides telephone counselling to people who fit one of the following categories People who are suicidal People caring for someone who is suicidal. People bereaved by suicide 	24 hours/ 7days Suicide call back service is only available to people living in Australia- 15 years and over. (Video Chat 18 years and over)
Victims Access Line Ph: 1800 633 063 Aboriginal Contact Line Ph: 1800 019 123	 Single entry point for victims of crime in NSW to access services. Interpreter support Ph: 131 450 	Monday to Friday 9am–5pm
Centrelink Multilingual call service 131 202	Use this line to talk with Bilingual Centrelink Service Officers	Monday- Friday 8am-5pm
Multicultural Health Connect 1800 186 815	National helpline to help people in multicultural communities to get health information and advice.	Monday – Friday 11am – 7pm
Crime Stoppers	Community to report Crimes and Criminal Activity	24hours, 7days
1800 333 000 nsw.crimestoppers.com.au		
Veterans & Family Counselling (Open arms) 1800 011 046 openarms.gov.au	CounsellingTreatment programs and workshops	24hours, 7days

Organisation	Type of Assistance	Hours
The Ozanam Learning Centre Level 3, 99 Forbes St Woolloomooloo	Creative activities Palayation and wallhains	Monday- Friday 8.45am-4pm
Level 3, 33 Folibes 3t Woolloomlooloo	Relaxation and wellbeing.Education	
Ph: 9358 8170	Help with accessing IT.	
	 Fitness & Recovery activities and 	
	more	
The National Alcohol & other Drug Hotline	Free and Confidential advice about alcohol and other drugs.	24hours, 7days
1800 250 015		
yourroom.health.nsw.gov.au		
Alcoholics Anonymous (AA)	Helpline	24hour, 7days helpline
Admin: Ph: 9389 6333 (Call in advance if visiting)		
Help Line Ph: 9387 7788		
AA Australia 1300 222 222		
aa.org.au		
Family Drug Support	 Family drug support and updated information. 	24hours, 7days
1300 368 186		
Fds.org.au		
Wesley Financial & Gambling Counselling Services	Free Independent and	Enquiries Monday to Friday
Head office 220 Pitt Street	Confidential Counselling	9am-5pm
Sydney NSW 2000	Various Outreach locations	
Ph: 1300 827 638	available	
Gambling Help online	 Support for anyone affected by gambling. 	24hours, 7days
1800 858 858		
gamblinghelponline.org.au		



JNC Community Hubs

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

Bondi Junction: 59 Newland Street, Bondi Junction (next to Clementson Park) NSW 2022

Contact Us
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