



# CRISIS ASSISTANCE DIRECTORY



## **JNC Randwick**

2 Albert St

(near Avoca St)

Randwick NSW 2031

## **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 Junction Neighbourhood Centre**

**The information in this directory was correct as at March 2017**

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# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<p><b>Anglicare Emergency Relief</b> 240 Birrell Street Waverley</p> <p>Ph: <b>9798 1400</b></p>	<ul style="list-style-type: none"> <li>• <b>Emergency Relief</b> For assistance with food vouchers, electricity, gas and phone bills. Please call at 9am on Mondays as the service is by appointment only</li> </ul> <p>Will also make referrals to Anglicare <b>PHAMS</b> who support people with a mental health diagnosis</p>	<p>9am – 5pm by appointment only</p>
<p><b>Asylum Seekers Centre</b> 43 Bedford Street, Newtown</p> <p>Ph: <b>9078 1900</b></p> <p><b>Services for asylum seekers Clients Only</b></p>	<ul style="list-style-type: none"> <li>• <b>Financial relief</b></li> <li>• <b>Food Pantry</b></li> <li>• <b>Hot Lunches</b></li> <li>• <b>Case Management and Counselling</b></li> <li>• <b>Social Activities</b></li> </ul>	<p>Monday to Thursday between 9am- 5pm</p> <p>For Interpreter Ph: 131 450</p>
<p><b>Come in Youth Resource Centre</b> 461-463 Oxford St, Paddington</p> <p>Ph: <b>9331 2691</b></p>	<p>12-24 year olds only</p> <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Case management</li> <li>• Groups</li> </ul> <p>❖ <b>BY REFERRAL ONLY</b></p>	<p>Office hours 10 - 6pm <b>By appointment. only</b></p> <p>Closed on Public Holidays</p>
<p><b>Community Panty @ St Marks Malabar</b> Cnr Franklin &amp; Victoria Lane Malabar</p> <p>Ph: 9311 0309</p>	<ul style="list-style-type: none"> <li>• Fill a bag with groceries for \$10</li> <li>• Bring Pension or health care card</li> <li>• </li> </ul>	<p>10:30am to 11:30am Every 2<sup>nd</sup> Friday (From 9/9/16)</p>

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Hare Krishna Mobile Van</b> King Street, Newtown opposite Newtown Station Ph: <b>9959 4558</b>	<ul style="list-style-type: none"> <li>• <b>Free dinner</b></li> </ul>	Monday to Friday 5pm - 7pm
<b>Jewish House</b> 17 Flood Street, Bondi  <b>1300 544 357</b>	<ul style="list-style-type: none"> <li>• <b>24hr Crisis help line</b> 1300 544 357</li> <li>• <b>Crisis Accommodation</b></li> <li>• <b>Case Management</b></li> </ul>	Monday to Friday 9am – 6pm
<b>Jubilee Resources Church In The Market Place</b> 400 Oxford Street Bondi Junction Ph: <b>9387 2300</b>	<ul style="list-style-type: none"> <li>• <b>Low Interest loans</b></li> <li>• must make an appointment</li> </ul>	Monday to Thursday 9:30am – 4pm
<b>Kooloora Community Centre</b> 157 Bilga Cres, Malabar  Ph: 9661 9160	<ul style="list-style-type: none"> <li>• <b>Assistance with essential bills</b> (eg. electricity, water) eligibility requirements</li> </ul>	
<b>Matthew Talbot Hostel</b> 22 Talbot Lane, Woolloomooloo  Ph: <b>9357 1533</b>	Men 21 years+ only <ul style="list-style-type: none"> <li>• <b>Free Meals</b></li> <li>• <b>Health Clinic</b></li> <li>• <b>Case Management</b></li> <li>• <b>Counselling</b></li> <li>• <b>Clothing assistance</b></li> <li>• <b>Accommodation</b></li> </ul>	<b>Breakfast:</b> 7.15am <b>Lunch:</b> 12.30pm <b>Take away dinner from</b> 4:30pm  <b>Clothing:</b> Monday, Wed, Friday
<b>Mission Beat</b>  Free Call: <b>1800 306 461</b>	Emergency transport service for Sydney's homeless community	7am to 10am 7 days a week

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<p><b>St Canice's Church</b> 28 Roslyn St, Kings Cross</p> <p>Ph: <b>9358 5229</b></p>	<ul style="list-style-type: none"> <li>• <b>Free Lunch</b> (Daily)</li> <li>• <b>Free dinner</b> (Wednesday)</li> </ul>	<p>Lunch: 7 Days, 11am-1pm</p> <p>Dinner: Wed from 7pm</p>
<p><b>St Constantine &amp; Helen (Greek Orthodox)</b> 378 King St, Newtown</p> <p>Ph: <b>9519 7868</b></p>	<ul style="list-style-type: none"> <li>• <b>Free clothes</b></li> <li>• <b>Free lunch</b> (12pm-2pm)</li> </ul>	<p>Monday to Friday 12noon - 2pm</p> <p>(closed during church services)</p>
<p><b>St Johns Anglican Church</b> 120 Darlinghurst Rd, Darlinghurst</p> <p>Ph:<b>9360 6844</b></p>	<p><b>Rough Edges Cafe</b></p> <ul style="list-style-type: none"> <li>• <b>Free Lunch</b></li> <li>• <b>Free Dinners</b></li> <li>• <b>CAPP Program</b> (Community Assistance Program)</li> </ul>	<p><b>Lunch:</b> Wednesdays and Fridays 11am – 2pm</p> <p><b>Dinner:</b> Wed, Thurs &amp; Fri 7:30pm - 10:30pm, Sunday: 7:30pm-9:30pm</p>
<p><b>St Vincent de Paul Welfare Centre, Kingsford</b> Level 2, 1A Meeks St Kingsford NSW 2032</p> <p>Ph: <b>9662 7380</b></p>	<ul style="list-style-type: none"> <li>• <b>Welfare assistance</b> (food, furniture, clothing)</li> </ul>	<p>Visit for appointment Monday to Friday: 9:30am - 11:30am 1:00pm - 3:30pm</p>
<p><b>Sydney Multicultural &amp; Community Services</b> 3 General Bridges Cres. Daceyville 2032</p> <p>Ph: <b>9663 3922</b></p>	<ul style="list-style-type: none"> <li>• <b>EAPA vouchers</b> to assist recently arrived migrants and refugees. (eligibility requirements)</li> <li>• <b>Immigration Advisor</b> Mondays 8am – 12pm <b>by appointment only</b></li> </ul>	<p>Monday to Friday 8:30am-5pm</p>

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<b>Table @ 399</b> Church of Christ 399 Anzac Parade Kingsford (opposite South Juniors) Ph: <b>9663 2272</b>	<b>Free Dinner</b> 5pm to 6pm  <b>Foodbank</b> 6pm to 7pm	Alternate Sunday nights  Phone 9663 2272 for dates for 2016
<b>The Salvation Army Crisis Assessment Line</b>  <b>1300 371 288</b>	<ul style="list-style-type: none"> <li>• <b>Emergency relief</b> for bills, food and clothing</li> </ul> Eligibility requirements	Monday to Friday 9am – 5pm
<b>The Salvation Army Street Level Café</b> 339 Crown St Surry Hills  Ph: <b>9380 2882</b>	<ul style="list-style-type: none"> <li>• <b>Low cost lunch</b></li> <li>• <b>Free Friday Night Dinners</b></li> <li>• <b>Financial Counsellor (by appointment)</b></li> <li>• <b>Laundry facilities</b></li> <li>• <b>Lockers (limited)</b></li> </ul>	<b>Lunch:</b> Mon-Friday 12noon-1.30pm  <b>Dinner:</b> Fridays 5.30pm
<b>The Salvation Army Maroubra</b> 100 Boyce Rd, Maroubra  Ph: <b>9314 2166</b>	<ul style="list-style-type: none"> <li>• <b>Free Breakfast</b></li> <li>• <b>Free Lunch</b></li> </ul>	<b>Breakfast:</b> Monday & Tuesday 9am – 10:30am  <b>Lunch:</b> Wednesday, 12 Noon
<b>The Station</b> Corner of Clarence & Erskine Streets Wynyard (in the City)  Ph: <b>9299 2252</b>	<b>Drop-in Centre for Homeless persons 21 years &amp; over.</b> <ul style="list-style-type: none"> <li>• <b>Shower, Laundry</b></li> <li>• <b>Free breakfast</b></li> <li>• <b>Free lunch</b></li> <li>• <b>Legal assistance</b></li> <li>• <b>Medical Doctor</b></li> <li>• <b>Centrelink drop in</b></li> </ul>	Monday to Friday 7.30am-4pm

# Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<p><b>Uniting Church 'Newtown Mission' The Jordan Cafe</b> 280A King St, Newtown</p> <p>Ph: <b>9519 9000</b></p>	<ul style="list-style-type: none"> <li>• <b>Free meals</b></li> </ul>	<p><b>Lunch:</b> Tuesday, Wednesday, Friday 1pm to 3pm</p> <p><b>Dinner:</b> Thursday: 6pm to 7.30pm</p>
<p><b>Wayside Bondi - Norman Andrews House</b> 77 Roscoe St, Bondi Beach</p> <p>Ph: 9581 9193</p>	<ul style="list-style-type: none"> <li>• <b>Free Breakfast:</b> 8am - 8.30am</li> <li>• <b>Free Lunch</b> 12pm – 12:30</li> <li>• <b>Clothing assistance</b></li> <li>• <b>Laundry and shower facilities.</b></li> <li>• <b>Lockers</b> (limited)</li> <li>• <b>Free G.P</b> (Fridays)</li> </ul>	<p>Monday, Tuesday, Wednesday, Friday: 8am-4pm</p> <p>Thursday 8am-2pm</p>
<p><b>The Wayside Chapel</b> 29 Hughes Street Potts Point</p> <p>Ph: <b>9581 9100</b></p>	<ul style="list-style-type: none"> <li>• <b>Low cost meals</b></li> <li>• <b>Showers</b></li> <li>• <b>Clothing</b></li> <li>• <b>Legal assistance</b></li> <li>• <b>Health/Medical</b></li> <li>• <b>Counselling</b></li> <li>• <b>Drop-in Centre</b></li> </ul>	<p>Monday to Friday 9am – 8pm</p> <p>Saturday &amp; Sunday 9am – 5pm</p>
<p><b>Woollahra Food Pantry Woollahra Seventh-day Adventist Church</b> 219 Edgecliff Rd, Woollahra (access in Chester Lane)</p> <p>Ph: <b>0434623817 or 0409456553</b></p>	<ul style="list-style-type: none"> <li>• <b>Food &amp; Grocery Items</b></li> </ul>	<p>Tuesdays 1:30pm – 3pm</p>

# Emergency Accommodation

Organisation	Type of Assistance	Hours
<p><b>Link2home</b> State wide telephone service about homelessness</p> <p><b>1800 152 152</b></p>	<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>	<p>24 hours/7 days</p>
<p><b>Housing NSW</b> <b>After Hours Temporary Accommodation Line</b></p> <p><b>Ph: 1800 152 152</b></p> <p>Accommodation is provided only one night at a time.</p>	<ul style="list-style-type: none"> <li>• Department of Housing after hours phone line for people needing immediate shelter.</li> <li>• If eligible, Housing NSW may also provide RentStart financial assistance</li> </ul>	<p>Monday to Friday: 9.00am-5.00pm</p> <p>Weekends &amp; Public holidays: 10am-10pm</p> <p>At other times call Housing NSW, Maroubra office: <b>9314 4056</b></p>
<p><b>Assistance with Care and Housing for the Aged (ACHA)</b> <b>Randwick - Botany Area</b> PO Box 6052 Alexandria NSW 2015 Ph: <b>9700 7714</b></p>	<ul style="list-style-type: none"> <li>• Support accessing housing or 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>	<p>Monday to Friday: 8.30am-4.30pm</p>



# Financial Counselling, Legal Advice and Low Interest Loans

Organisation	Type of Assistance	Hours
<p><b>Centrelink</b> 13 63 57 <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</p>	<ul style="list-style-type: none"> <li>• Rent Assistance</li> <li>• Crisis Payments</li> <li>• Financial Case Management.</li> </ul>	<p>Centrelink phone lines: Monday to Friday 8am-5pm.</p>
<p><b>Courts NSW</b> <b>General line:</b>  Ph: <b>1300 679 272</b></p>	<ul style="list-style-type: none"> <li>• Help with court documents</li> </ul>	<p>Monday to Friday 8.30am–5.00pm</p>
<p><b>Creditline</b> Level 3, 220 Pitt St Sydney 2000  Ph: <b>9263 5577</b></p>	<ul style="list-style-type: none"> <li>• Financial Counsellors assist with debt problems</li> <li>• <b>By appointment only</b></li> </ul>	<p>Monday to Friday 9am-5pm  Creditline also has appointments at JNC Maroubra on Wednesdays &amp; Fridays and JNC Randwick on Tuesdays and Wednesday, 9am-4.30pm</p>
<p><b>Energy and Water Ombudsman NSW</b>  Ph: <b>1800 246 545</b></p>	<ul style="list-style-type: none"> <li>• Help for electricity, gas &amp; water issues E.g. disconnections, difficulty paying bills</li> </ul>	<p>Monday to Friday 9am-5pm</p>

# Financial Counselling, Legal Advice and Low Interest Loans

Organisation	Type of Assistance	Hours
<p><b>Inner City Legal Centre</b> <b>Toll free: 1800 244 481</b></p> <p>Kings Cross Library, 50-52 Darlinghurst Road, Kings Cross NSW 2011</p>	<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 Woolahara LGA</li> <li>• By appointment only</li> </ul>	<p>Monday to Friday 9am to 5pm</p>
<p><b>Kingsford Legal Centre</b></p> <p>Ground Floor, Law Building University of NSW Kensington</p> <p>Ph: <b>9385 9566</b></p>	<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 Botany LGA</li> <li>• By appointment only</li> </ul>	<p>Monday to Friday 9am-5pm (Closed between 1pm and 2pm for lunch)</p>
<p><b>Legal Aid</b></p> <p>Head Office, 323 Castlereagh St, Sydney Ph: <b>9219 5000</b></p>	<ul style="list-style-type: none"> <li>• Free 20 minute interview for credit &amp; debt advice.</li> </ul>	<p>Monday to Friday 9am to 5pm</p>
<p><b>Law Access NSW</b> <b>Legal Helpline</b> Ph: <b>1300 888 529</b></p>	<ul style="list-style-type: none"> <li>• Free legal information</li> </ul>	<p>Monday to Friday 9am to 5pm</p>
<p><b>Jubilee Resources</b> <b>Church In The Market</b> <b>Place</b></p> <p>400 Oxford Street Bondi Junction</p> <p>Ph: <b>9387 2300</b></p>	<ul style="list-style-type: none"> <li>• <b>Low Interest loans</b> (appointment only)</li> </ul>	<p>Monday to Thursday 9:30am – 4pm</p>

# Emergency Telephone Support

Organisation	Type of Assistance	Hours
<b>Domestic Violence Line</b> <b>1800 656 463</b>	Assistance with AVO's, counselling on domestic violence. Referral to Women's Refuges	24 hours a day 7 days a week
<b>Jewish House</b> <b>1300 544 357</b>	Crisis Help	24 hours a day 7 days a week
<b>Lifeline</b> <b>131 114</b>	Counselling service with information about support services.	24 hours a day 7 days a week
<b>Mensline</b> <b>1300 78 99 78</b>	Counselling service with information about support services for men.	24 hours a day 7 days a week
<b>Parentline</b> <b>1300 1300 52</b>	Counselling service with information about support services for parents..	24 hours a day 7 days a week
<b>Rape Crisis Centre</b> <b>1800 424 017</b>	Counselling for victims of sexual assault	24 hours a day 7 days a week
<b>Salvation Army 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

# Mental Health Support

Organisation	Type of Assistance	Hours
<b>Mental Health Line</b>  <b>1800 011 511</b>	<ul style="list-style-type: none"> <li>• <b>Support for people in mental health crisis</b> 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>1300 659 467</b>	24-hour service that provides telephone counselling to people 18 years and over 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
<b>Lifeline</b>  <b>131 114</b>	Counselling service with information about support services.	24 hours a day 7 days a week