



JNC Crisis Assistance Directory

JNC Community Hubs

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

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

Contact JNC

P: 9349 8200 **W:** www.jnc.org.au **E:** contact@jnc.org.au

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

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

The information in this directory was correct as at 7 September 2020

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Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<p>Anglicare Emergency Relief 240 Birrell Street Waverley</p> <p>Ph: 8624 8600</p> <p>NO FACE TO FACE ASSISTANCE</p> <p>ASSISTANCE VIA PHONE ONLY</p>	<p>Emergency Relief</p> <ul style="list-style-type: none"> • Electricity/gas • Water • Telstra bills • Casework and advocacy for financial assistance • No food parcels available 	<p>9am-4pm Mondays only</p> <p>(Please call at 9am on Mondays as the service is by appointment only)</p>
<p>COA Sydney</p> <p>Ph: 9389 0035</p> <p>https://www.coasydney.org/</p>	<ul style="list-style-type: none"> • Kosher Meals on Wheels – Everyone who needs Kosher meals is accommodated, regardless of circumstances. • 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 	
<p>Community Pantry</p> <p>St Marks Malabar Cnr Franklin & Victoria Lane Malabar Ph: 9311 0309</p> <p>St Pauls South Coogee 1 Gregory Street South Coogee Ph: 0407 891 306</p>	<ul style="list-style-type: none"> • Fill a bag with groceries for \$10 • Bring Pension or Health Care Card 	<p>St Marks Malabar Every second Friday 10.30am to 11.30am September 4 & 18 October 2, 16 & 30 November 13 & 27 December 11</p> <p>St Pauls South Coogee Every second Thursday 3.30pm - 4.30pm 3 & 17 September 1, 15 & 29 October 12 & 26 November 10 December</p>
<p>Exodus Foundation 180 Liverpool Street Ashfield</p> <p>Ph: 8752 4600</p>	<ul style="list-style-type: none"> • Free meals at Loaves & Fishes restaurant and Mobile van at Woolloomooloo • Healthcare • Drama and Activities 	<p>Office hours: Monday to Friday 8am-5pm</p> <p>Meals: Breakfast: 9am-9.45am Lunch: 11.30am-12.45pm</p> <ul style="list-style-type: none"> • Dinner: 7.30pm-8.30pm (Woolloomooloo only)

Organisation	Type of Assistance	Hours
Matthew Talbot Hostel 22 Talbot Lane, Woolloomooloo Ph: 9357 1533	Men 21 years+ only <ul style="list-style-type: none"> • Free Meals • Health Clinic • Case Management • Counselling • Clothing assistance • Accommodation 	Free Meals 7 days <ul style="list-style-type: none"> • Breakfast: 7.30am • Lunch: 12.30pm • Take away dinner from 4.30pm Clothing: <ul style="list-style-type: none"> • Mon, Wed & Fri.
Kooloora Community Centre 167 Bilga Cres, Malabar Ph: 9661 9160	<ul style="list-style-type: none"> • Assistance with essential bills (e.g. electricity, gas) Tuesdays only 9am-12pm • Must bring original bill 	Monday to Friday 9am - 4pm
Mission Australia Ph: 9357 1144 For residents of: Banksmeadow, Botany, Mascot, Eastlakes, Hillsdale, Daceyville and Pagewood	Food Assistance <ul style="list-style-type: none"> • Coles & Woolworths vouchers (single person \$40/couple \$50 /family \$80 - but amount is dependent on each case) • Food hampers also available • Phone assessment required – need to be receiving a Centrelink benefit 	
Mission Beat Free Call: 1800 306 461	Emergency transport service for Sydney's homeless community <ul style="list-style-type: none"> • 1 person in van only 	7am to 10.30pm 7 days a week
One Meal Makes a Difference Green Park Darlinghurst	Free Meals	Saturday 7pm
OzHarvest Market 147 Anzac Parade, Kensington Ph: 1800 108 006	<ul style="list-style-type: none"> • Food & grocery items 	Monday to Friday 10am – 2pm
Red Cross Australia Ph: 1800 733 276 E: contact@redcross.org.au	<ul style="list-style-type: none"> • Emergency relief and case work • Can assist individuals on temporary visa who have no means to support themselves • Disseminating daily community health and hygiene information to refugee and asylum seeker communities in 18 different languages. 	

Organisation	Type of Assistance	Hours
St Vincent de Paul Community Support Centre, Kingsford Level 2, 1A Meeks St Kingsford NSW 2032 Ph: 9662 7380	<ul style="list-style-type: none"> • People experiencing hardship and/or social isolation can access financial and material assistance. • During the current health situation, vouchers will be posted to a secure letterbox or can be picked up in the office (case by case) 	Appointment only Monday to Friday 9am-5pm
St Vincent de Paul Intake Line Ph: 9560 2656	<ul style="list-style-type: none"> • Welfare Assistance • Food, furniture, clothing • Financial Assistance • Emergency Relief • Social Support • Advice and Referrals 	By Appointment Only Monday to Friday 9am-4pm
St Vincent's Food Van/Truck	<ul style="list-style-type: none"> • Snack packs can be collected from Eastlakes Community Centre 	Tues from 3pm-3:45pm
Sydney Multicultural & Community Services 3 General Bridges Cres. Daceyville 2032 Ph: 9663 3922	<ul style="list-style-type: none"> • EAPA vouchers to assist recently arrived migrants and refugees (eligibility requirements) • Legal Aid service once a month • Financial assistance for newly arrived migrants 	Monday to Friday 8.30am-5pm
The Salvation Army Crisis Assessment Line 1300 371 288	<ul style="list-style-type: none"> • Emergency vouchers for food and financial assistance. Can be picked up from nearest Salvation Army store • Eligibility requirements • Financial counselling 	Monday to Friday 9am-5pm
The Salvation Army Maroubra 100 Boyce Rd, Maroubra Ph: 9314 2166 Pathways Program Ph: 0408 798 172 / 0427 394 155	<ul style="list-style-type: none"> • Pathways Program – AOD support service • Doorways case worker to assist with forms • One on one phone support • AOD therapeutic group at 10am on Thursdays. 	Monday to Wednesday 10am-1pm Free Breakfast: Tuesday 9-10am Free Lunch: Wednesday 12-1pm
The Station Corner of Clarence & Erskine Street Sydney Ph: 9299 2252	Drop-in Centre for Homeless persons 21 years & over <ul style="list-style-type: none"> • Take away only • Breakfast and lunch Shower/washing from 7:30-9am	Breakfast daily – 7:30-9am Lunch daily at 12pm

Organisation	Type of Assistance	Hours
Table@399 Kingsford Church of Christ 399 Anzac Parade, Kingsford (opposite South Juniors) Ph: 9663 2272	<ul style="list-style-type: none"> Free takeaway frozen meal and a bag of fruit and veggies from Oz Harvest distributed alternate Sundays. 	<ul style="list-style-type: none"> Alternate Sundays 4pm-4.45pm 6th Sept, 20th Sept, 18th Oct, 1st Nov, 15th Nov, 29th Nov
Wayside Bondi - Norman Andrews House 77 Roscoe St, Bondi Beach Ph: 9581 9193	<ul style="list-style-type: none"> Free breakfast: 9:30-10am Lunch: 11:30am (Lunches from \$1, \$1.50, & \$2) 	Monday to Friday 9am-1pm
The Wayside Chapel 29 Hughes Street Potts Point Ph: 9581 9100	<ul style="list-style-type: none"> Breakfast/ Lunch served outside, takeaway only No programs Showers, phone charging, emergency clothing packs 	Monday – Saturday 9:15am- 10:30am Sunday 10am-10:30am Free Daily Meals Breakfast: 9:30-10am Lunch: 11:30am
Will2Live Van Corner of Eddy & Elizabeth Street Central Sydney	<ul style="list-style-type: none"> Dinner 	Monday to Friday 6:45–7pm
Woollahra Food Pantry Woollahra Seventh-day Adventist Church 219 Edgecliff Rd, Woollahra (access in Chester Lane) Ph: 0409 456 553	<ul style="list-style-type: none"> Free Food & Grocery Items 	Tuesdays 1.30pm–3pm
Youth off The Streets Van Green Park Darlinghurst	<ul style="list-style-type: none"> Free Meals 	Monday to Friday Dinner – 10:30-11pm

Emergency Accommodation

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

Financial Counselling, Legal Advice & Low Interest Loans

Organisation	Type of Assistance	Hours
<p>Centrelink: 136 240</p> <ul style="list-style-type: none"> • Employment Service: Ph: 132 850 • Family Assistance Line Ph: 136 150 • Youth Allowance Line: Ph: 132 490 • Disabilities, Sickness and Carers Line: Ph: 132 717 	<ul style="list-style-type: none"> • Rent assistance • Crisis payments • Financial case management 	Monday to Friday 8am-5pm all
<p>Courts NSW General line: Ph: 1300 679 272</p>	<ul style="list-style-type: none"> • Help with court documents 	Monday to Friday 8.30am–5.00pm
<p>Energy and Water Ombudsman NSW Ph: 1800 246 545</p>	<ul style="list-style-type: none"> • Help for electricity, gas & water issues, e.g. disconnections, difficulty paying bills 	Monday to Friday 9am-5pm
<p>Inner City Legal Centre Kings Cross Library, 50-52 Darlinghurst Rd, Kings Cross NSW 2011 Toll free: 1800 244 481</p>	<ul style="list-style-type: none"> • Free legal advice and assistance with a range of legal issues including credit and debt matters • Must live in the Waverley or Woollahra LGA 	<ul style="list-style-type: none"> • By appointment only Mon, Thurs and Friday 9am - 5pm Tues & Wed 9am - 8pm
<p>Kingsford Legal Centre Ground Floor, Law Building University of NSW Kensington Ph: 9385 9566</p>	<ul style="list-style-type: none"> • Free legal advice and assistance with a range of legal issues including credit and debt matters • Must live in Randwick or the Eastern area of Bayside LGA • By appointment only 	Monday to Friday 9am-5pm (Closed between 1pm and 2pm for lunch)
<p>Law Access NSW Legal Helpline Ph: 1300 888 529</p>	<ul style="list-style-type: none"> • Free legal information 	Monday to Friday 9am to 5pm
<p>Legal Aid Head Office, 323 Castlereagh St, Sydney Ph: 9219 5000</p>	<ul style="list-style-type: none"> • Free 20 minute interview for credit & debt advice 	Monday to Friday 9am to 5pm

Financial Counselling, Legal Advice & Low Interest Loans

Organisation	Type of Assistance	Hours
National Debt Help Line Ph: 1800 007 007	<ul style="list-style-type: none"> Financial Counsellors assist with debt problems 	Monday to Friday 9am-5pm
No Interest Loan Scheme (NILS) PH: 13 64 57 www.nils.com.au	<ul style="list-style-type: none"> 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 9am to 5pm
Wesley Financial Counselling Services 220 Pitt Street Sydney NSW 2000 Ph: 1300 827 638	<ul style="list-style-type: none"> Free independent & confidential face to face counselling Various outreach locations available 	Enquiries: Monday to Friday 9am-4.30pm

Emergency Telephone Support

Organisation	Type of Assistance	Hours
CAMHS Ph: 9382 4347	<ul style="list-style-type: none"> Mental health support for children and adolescents 	Monday to Friday 9am to 5pm
Domestic Violence Line Ph: 1800 656 463	<ul style="list-style-type: none"> Assistance with AVOs Counselling on domestic violence Referral to women's refuges 	24 hours/ 7days
Headspace Bondi Junction Ph: 1800 650 890	<ul style="list-style-type: none"> One-stop-shop for people 12-25 years old who need help with mental health, physical health (including sexual health), alcohol and other drugs, or work and study support 	Monday Wednesday Friday 9am–5pm Tuesday & Thursday 10am-6pm
IDEAS - Covid 19 helpline for people with a disability Ph: 1800 643 787	<ul style="list-style-type: none"> This service is for people with disability, their families & carers as well as support workers and services providers who need help because of the Coronavirus. 	Monday to Friday 8am to 8pm
Immigration Advice & Rights Centre Ph: 9234 0700	<ul style="list-style-type: none"> Immigration advice – helping vulnerable people navigate Australian immigration law 	Monday to Friday 9am to 4pm
Jewish House Ph: 1300 544 357	<ul style="list-style-type: none"> Crisis Help 	24 hours/ 7days
Kids Helpline	<ul style="list-style-type: none"> Online counselling for children and young people aged 5-25 	24 hours/ 7days
Law Access Ph: 1300 888 529 Lawaccess.nsw.gov.au	<ul style="list-style-type: none"> Assistance with any legal matters. Law Access can refer to an appropriate service for your matter 	Monday to Friday 9am to 5pm
Lifeline Ph: 131 114	<ul style="list-style-type: none"> Counselling service with information about support services 	24 hours/ 7days
Mensline Ph: 1300 789 978	<ul style="list-style-type: none"> Counselling service with information about support services for men 	24 hours/ 7days

Organisation	Type of Assistance	Hours
Migrant Employment Legal Centre Ph: 8002 1203 https://mels.org.au/	<ul style="list-style-type: none"> We offer free, confidential legal advice and representation to migrants and temporary visa holders in New South Wales 	Monday to Friday 9am to 5pm
National Debt Hotline Ph: 1800 007 007	<ul style="list-style-type: none"> We offer free, confidential legal advice and representation to migrants and temporary visa holders in New South Wales 	Monday to Friday 9am to 5pm
National Sexual Assault, Domestic & Family Violence Counselling Services Ph: 1800 737 732 1800 RESPECT	<ul style="list-style-type: none"> Individualised counselling for people who have experienced sexual assault and/or DFV Referrals can be made to other services if required 	24 hours/7 days
No to Violence Ph: 1300 766 491	<ul style="list-style-type: none"> 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 	24 hours/7 days
Parentline Ph: 1300 130 052	<ul style="list-style-type: none"> Counselling service with information about support services for parents 	24 hours/ 7days
QLife (LGBTIQ) Ph: 1800 184 527 Qlife.org.au	<ul style="list-style-type: none"> 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 	7 days 3pm to midnight
Rape Crisis Centre Ph: 1800 424 017	<ul style="list-style-type: none"> Counselling for victims of sexual assault 	24 hours/ 7days
Salvation Army Assessment Line Ph: 1300 371 288	<ul style="list-style-type: none"> Emergency relief for bills, food and clothing Eligibility requirements 	Monday to Friday 9am – 5pm
Victims Access Line Ph: 1800 633 063	<ul style="list-style-type: none"> Single entry point for victims of crime in NSW to access services 	Monday to Friday 9am–5pm

Mental Health Support

Organisation	Type of Assistance	Hours
Beyond Blue 1300 22 46 36 https://www.beyondblue.org.au/	<ul style="list-style-type: none"> Mental health support delivered by mental health professionals: information & advice around coping with COVID-19, isolation and connection, workplace and financial hardship, & supporting the mental health of others 	24 hours /7 days
Kids Helpline 1800 551 800	<ul style="list-style-type: none"> Phone counselling support line for children and young people aged 5 to 25 years 	24 hours /7 days
Lifeline 131 114	<ul style="list-style-type: none"> Crisis support & suicide prevention services 	24 hours/ 7 days
Mental Health Line Ph: 1800 011 511	<ul style="list-style-type: none"> Support for people in mental health crisis or on behalf of another person In an emergency call 000 	24 hours/ 7days
National Indigenous Critical Response Service 1800 805 801	<ul style="list-style-type: none"> Culturally emotional and practical support to bereaved families and individuals impacted by suicide or other traumatic loss 	24 hours/ 7days
SANE Australia Ph: 1800 187 263 https://www.sane.org/	<ul style="list-style-type: none"> Mental health support 	Monday to Friday 10am to 10pm
Suicide Call Back Service Ph: 1300 659 467	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"> People who are suicidal People caring for someone who is suicidal People bereaved by suicide 	24 hours/ 7days