



December 2020–January 2021

Holiday Season Crisis 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 18 December 2020

Contents

Emergency Assistance & Food	2
Emergency Accommodation	6
Financial Counselling, Legal Advice & Low Interest Loans	7
Emergency Telephone Support	9
Mental Health Support	11
Free Christmas Meals	13

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 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 	<p>9am-4pm Mondays only</p> <p>(Please call at 9am on Mondays as the service is by appointment only)</p> <p>Closed 24 December 2020 Reopen 6 January 2021</p>
<p>Bayside Women's Shelter</p> <p>Ph: 9341 7725</p> <p>baysidewomensshelter.org</p>	<p>Crisis Accommodation for women and children experiencing homelessness and/or domestic and family violence.</p>	<p>Open over the Christmas period</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>Meals delivered Monday, Wednesday and Friday with delivery on public holidays</p> <p>Office and social work services closed on public holidays</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 <p>25 December Christmas Day Takeaway Lunch: 10:30am – 2pm</p>	<p>Office hours: Monday to Friday 8am-5pm</p> <p>Open Christmas Day</p> <p>Daily Meals: Breakfast: 9am-9:45am Lunch: 11:30am-12:45pm Dinner: 7:30pm-8:30pm (Woolloomooloo only)</p>
<p>Kooloora Community Centre 167 Bilga Cres, Malabar</p> <p>Ph: 9661 9160</p>	<ul style="list-style-type: none"> • Assistance with essential bills (e.g. electricity, gas) Tuesdays only 9am-12pm <p>Must bring original bill</p>	<p>Monday to Friday 9am-4pm</p> <p>Closed between Christmas and New Years</p>

Organisation	Type of Assistance	Hours
<p>Matthew Talbot Hostel 22 Talbot Lane, Woolloomooloo</p> <p>Ph: 9358 8102</p>	<p>Men 21 years+ only</p> <ul style="list-style-type: none"> • Free Meals • Health Clinic • Case Management • Counselling • Clothing assistance <p>Christmas Lunch 25th December At 11:30am and at 1:30pm Booking essential Ph: 9358 8102</p>	<p>Free Meals 7 days Open on public holidays</p> <ul style="list-style-type: none"> • Breakfast: 7:15am • Lunch: 12:30pm • Take away dinner from 4:30pm <p>Clothing:</p> <ul style="list-style-type: none"> • Mon, Wed & Fri.
<p>Mission Australia 31 Roslyn Street, Kings Cross Ph: 9357 1144</p> <p>For residents of: Banksmeadow, Botany, Mascot, Eastlakes, Hillsdale, Daceyville and Pagewood</p>	<p>Food Assistance</p> <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 	<p>Monday to Friday 9am – 5pm</p> <p>Closed 23 December 2020 Reopens 4 January 2021</p>
<p>Missionbeat</p> <p>Free Call: 1800 306 461</p>	<p>Emergency transport service for Sydney's homeless community</p> <ul style="list-style-type: none"> • 1 person in van only 	<p>Monday to Friday 8am-9pm Weekends 6pm-9pm</p> <p>Closed 25 December 2020 Reopens 28 December 2020</p>
<p>One Meal Green Park, 301 Victoria Street Darlinghurst</p>	<p>Free Meals</p>	<p>Saturday 7pm – 8:15pm</p>
<p>OzHarvest Market 95 Wellington Street, Waterloo Ph: 1800 108 006</p>	<ul style="list-style-type: none"> • Free food & grocery items <p>Christmas hampers available 18-21 December at Waterloo</p>	<p>Friday to Monday 10am – 2pm</p> <p>Closed 22 December 2020 Reopens 5 January 2021</p>
<p>Red Cross Australia</p> <p>Ph: 1800 733 276</p> <p>E: contact@redcross.org.au</p>	<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 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
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. Christmas Hampers: Call 9314 2166 to book	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 24th December takeaway Christmas lunch at 12:30pm	Open public holidays Breakfast daily – 7:30-9am Weekday lunch 12:30-1pm Weekend lunch 12pm-12:30pm
Sydney Multicultural & Community Services 3 General Bridges Cres. Daceyville 2032 Ph: 9663 3922 www.sydneymcs.org.au	<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 Closed 24 December 2020 Reopens 4 January 2021
Village Church Annandale 120-122 Johnston Street Annandale Ph: 9660 2444	<ul style="list-style-type: none"> Free Christmas lunch Bookings essential villagechurch.sydney/christmas 25 December lunch at 12pm	Lunch 25 December 2020 12pm – 2pm

Organisation	Type of Assistance	Hours
<p>Wayside Bondi - Norman Andrews House 77 Roscoe St, Bondi Beach</p> <p>Ph: 9581 9193</p>	<ul style="list-style-type: none"> • Breakfast/lunch served • Laundry service 9am-1pm weekday • Nurse clinic (Tues 10am-12pm) 	<p>Monday to Friday 8:30am-3pm</p> <p>Free breakfast: 9am-10am Lunch: 11:30am (Lunches from \$1)</p> <p>Closed 25 December 2020 Reopens 4 January 2021</p>
<p>The Wayside Chapel 29 Hughes Street Potts Point</p> <p>Ph: 9581 9100</p>	<ul style="list-style-type: none"> • Breakfast/lunch served • Showers, phone charging, emergency clothing packs <p>Free Christmas lunches: 18-24 December at 12:30pm</p> <p>Free Christmas lunch: 25 December at 11am, 12pm or 1pm</p> <p>25 December Christmas BBQ at Bondi Surf Life Saving Club 11:30am Bondi Beach Free Christmas BBQ Lunch with BBQ meats with salads served</p> <p>Bookings essential 9581 9100</p>	<p>Open 7 days 9:30am- 2:30pm</p> <p>Low Cost Daily Meals (50c-\$4) 9:30am 2:30pm</p>
<p>Will2Live Van Corner of Eddy & Elizabeth Street Central Sydney</p> <p>Ph: 0449 924 221</p>	<ul style="list-style-type: none"> • Free dinner <p>25 December free Christmas lunch 2pm Belmore Park – opposite Central</p>	<p>Monday to Friday 6:45pm</p> <p>Closed 31 December</p>
<p>Woollahra Food Pantry Woollahra Seventh-day Adventist Church 219 Edgecliff Rd, Woollahra (access in Chester Lane)</p> <p>Ph: 0409 456 553</p>	<ul style="list-style-type: none"> • Free Food & Grocery Items 	<p>Tuesdays 1:30pm–3pm</p> <p>Closed 29 December</p>
<p>Youth off The Streets Van Green Park Darlinghurst</p>	<ul style="list-style-type: none"> • Free Meals 	<p>Monday to Sunday Dinner – 8pm-10:30pm</p> <p>Closed 31 December</p>

Emergency Accommodation

Organisation	Type of Assistance	Hours
<p>Caretakers Cottage Crisis Refuge 96 Bondi Road Bondi Junction</p> <p>Ph: 9389 0999</p> <p>www.caretakers.org.au</p>	<ul style="list-style-type: none"> Crisis accommodation for teens ages 13-17 	<p>Open for referrals 9am-5pm</p> <p>Open all public holidays for crisis accommodation</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 	<p>Monday to Friday 8am-5pm</p> <p>Closed: 25 December 2020 28 December 2020 29 December 2020 1 January 2021</p>
<p>Courts NSW General line: Ph: 1300 679 272</p>	<ul style="list-style-type: none"> • Help with Court documents 	<p>Monday to Friday 8:30am–5.00pm</p>
<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 	<p>Monday to Friday 9am-5pm</p>
<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 	<p>By appointment only Mon, Thurs and Friday 9am-5pm Tues & Wed 9am-8pm</p>
<p>Kingsford Legal Centre Ground Floor, Law Building University of NSW Kensington Ph: 9385 9566 Phone appointments only</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 	<p>Monday to Friday 9am-5pm</p> <p>(Closed between 1pm and 2pm for lunch)</p> <p>Closed 18 December 2020 Reopens 4 January 2021</p>
<p>Law Access NSW Legal Helpline Ph: 1300 888 529</p>	<ul style="list-style-type: none"> • Free legal information 	<p>Monday to Friday 9am-5pm</p>
<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 	<p>Monday to Friday 9am-5pm</p>

Financial Counselling, Legal Advice & Low Interest Loans

Organisation	Type of Assistance	Hours
Legal Aid Youth Hotline Ph: 1800 10 18 10	<ul style="list-style-type: none"> Free for young people who need advice about a criminal law problem, or think they might be in trouble with the law 	Monday – Friday 9am – midnight Weekends 24 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
The Shopfront Youth Legal Centre 356 Victoria Street, Darlinghurst NSW 2000 Ph: 9322 4808 www.theshopfront.org	<ul style="list-style-type: none"> free legal service for homeless and disadvantaged young people aged 25 and under provides legal representation, advice and referrals <p>Clients who need legal advice after hours can call and follow prompts to be put through to a lawyer</p>	Monday to Friday 9:30am – 5:30pm Closed public holidays
Wesley Financial Counselling Services 220 Pitt Street Sydney NSW 2000 Ph: 1300 827 638	<ul style="list-style-type: none"> Free independent and confidential face to face counselling Various outreach locations available 	Enquiries: Monday to Friday 9am-4:30pm

Emergency Telephone Support

Organisation	Type of Assistance	Hours
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 Closed 1pm 24 December 2020 Reopens 4 January 2021
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 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
Botany Family & Children's Centre 13 Banksia St Botany Ph: 9666 5047 www.bfcc.org.au	Child, Youth and Family services <ul style="list-style-type: none"> counselling, case work and case management advocacy, referrals 	Monday to Friday 8am – 4pm Closed 22 December 2020 Reopens 6 January 2021
CAMHS Ph: 9382 4347	Mental health support for children and adolescents	Monday to Friday 9am to 5pm Closed public holidays
Karitane Careline 1300 CARING (1300 227 464) OR (02) 9794 2350 Karitane Level 5, Bondi Junction Westfield Parenting assistance	Talk to a Child and Family Health Nurse about: <ul style="list-style-type: none"> Your feelings and adjustment to parenting Sleep and settling Feeding Playing and connecting with your baby 	Karitane Careline Open 10am – 4:30pm Closed 25-28 and 31 December 2020 Closed 1-3 January 2021 Karitane Bondi Open 9:30am – 6pm Closed 25 and 31 December 2020
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

Organisation	Type of Assistance	Hours
The Ozanam Learning Centre Level 3, 99-133 Forbes Street Woolloomooloo Ph: 9358 8100	<ul style="list-style-type: none"> • Counselling, advocacy, information and referral • Access to internet, computers, shared phone & chargers • NA programs, SMART Recovery, Gambling Counselling etc. 	Monday to Friday 8:30am – 4pm Closed 25 December 2020 Reopens 2 January 2021
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

Free Christmas Meals

Organisation	Dates and Times
<p>Exodus Foundation 180 Liverpool Street Ashfield</p> <p>Ph: 8752 4600</p>	<p>25 December Christmas Day Takeaway Lunch: 10:30am – 2pm</p> <p>Christmas Day Takeaway Dinner: 7:30pm in Woolloomooloo</p>
<p>Matthew Talbot Hostel 22 Talbot Lane, Woolloomooloo</p> <p>Ph: 9358 8102 Men 21+ years only</p>	<p>25 December Christmas Lunch 25th December: At 11:30am and at 1:30pm</p> <p>Booking essential: 9358 8102</p>
<p>The Station Corner of Clarence & Erskine Street Sydney</p> <p>Ph: 9299 2252</p>	<p>24 December Christmas takeaway lunch: 12:30pm</p>
<p>Village Church Annandale 120-122 Johnston Street Annandale</p> <p>Ph: 9660 2444</p>	<p>25 December</p> <p>Christmas lunch: 12pm</p> <p>Bookings essential villagechurch.sydney/christmas</p>
<p>The Wayside Chapel 29 Hughes Street Potts Point</p> <p>Ph: 9581 9100</p>	<p>18 – 24 December Christmas lunches: 12:30pm</p> <p>25 December Christmas lunch: 11am, 12pm or 1pm Bookings essential: 9581 9100</p> <p>25 December Christmas BBQ at Bondi Surf Life Saving Club: 11:30am Bondi Beach BBQ meats with salads served</p>
<p>Will2Live Van Corner of Eddy & Elizabeth Street Central Sydney</p> <p>Ph: 0449 924 221</p>	<p>25 December Christmas lunch: 2pm Belmore Park – opposite Central</p>