



Crisis Assistance Directory



Contact JNC

P: 9349 8200

W: www.jnc.org.au

E: contact@jnc.org.au

The information in this directory was correct as at 26 March 2021

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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

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.

Emergency Assistance & Food

Organisation	Type of Assistance	Hours
<p>Anglicare Emergency Relief 240 Birrell Street Waverley Ph: 9798 1400 Ph: 8624 8600 Head office: 1300 111 278</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>Bayside Women's Shelter</p> <p>Ph: 9341 7725</p> <p>info@baysidewomensshelter.org</p>	<p>Crisis Accommodation for women and children experiencing homelessness and/or domestic and family violence.</p>	<p>Open Public Holidays (including over the Christmas and Easter period)</p>
<p>COA Sydney</p> <p>Ph: 9389 0035</p> <p>Email: coa@coasydney.org</p> <p>Website: 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>Office hours: Monday to Friday 8am-5pm</p> <p>Open Public Holidays</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 over phone 9.30am-3.30pm • Must bring original bill 	<p>Monday to Friday 9am-4pm</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>Open 24 Hours 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>Email: thecrossing@missionaustralia.com.au</p> <p>Website: www.mission.com.au</p> <p>City of Sydney residents</p>	<p>Food Assistance</p> <ul style="list-style-type: none"> • Coles & Woolworths vouchers • Food hampers also available • Phone assessment required – need to be receiving a Centrelink benefit 	<p>Monday to Friday 9am – 5pm</p> <p>Appointment required by phone</p>
<p>Missionbeat</p> <p>Free Call: 1800 306 461 Email: missionbeat@missionaustralia.com.au</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>One Meal Green Park, 301 Victoria Street Darlinghurst</p>	<ul style="list-style-type: none"> • Free meals 	<p>Saturday 6.30pm – 7:15pm First Sunday of Month 6pm-7.15pm</p>
<p>OzHarvest Market 95 Wellington Street, Waterloo</p> <p>Ph: 1800 108 006</p>	<ul style="list-style-type: none"> • Free food & grocery items 	<p>Tues, Wed, Thurs, Fri & Sat: 10am – 2pm</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 	<p>Varies depending on service</p>

Organisation	Type of Assistance	Hours
St Vincent de Paul Intake Line Ph: 9568 0262 Seeking assistance: 13 18 12 Family assistance Hotline: 1800 606 724 Email: vinnies@vinnies.org.au	<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–3.30pm
The Salvation Army Maroubra Shop 1/193 Maroubra Rd Maroubra Ph: 9344 3820 Pathways Program Ph: 9314 2166 100 Boyce Rd, Maroubra Ph: 0408 798 172 / 0427 394 155 Salvation Army Family Welfare centre (02) 9314 2166	<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. 	Breakfast Monday & Tuesday 9am Lunch Thursday 12pm
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 	Closed Public holidays (including no meals on PH) Breakfast daily – 7:30-9am Weekday lunch 12:30-1pm Weekend lunch 12pm-12:30pm Office- Mon-Fri 7.30am-4pm, Sat/Sun 7.30am-2pm
Sydney Multicultural & Community Services 3 General Bridges Cres. Daceyville 2032 Ph: 9663 3922 Email: info@sydneycms.org.au www.sydneycms.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
Village Church Annandale 120-122 Johnston Street Annandale Ph: 9660 2444	<ul style="list-style-type: none"> • Free Christmas lunch 	

Organisation	Type of Assistance	Hours
Wayside Bondi - Norman Andrews House 77 Roscoe St, Bondi Beach Ph: 9581 9193 Email: CSCBondi@thewaysidechapel.com	<ul style="list-style-type: none"> • Breakfast/lunch served • Laundry service weekdays 9am-1pm (Wednesday 9am-12pm) • Nurse clinic (Tues & Thurs 10am-12pm) 	Monday, Tuesday, Thursday & Friday 9am-2.30pm Wednesday 9am-1pm Free breakfast: 9am-10am Lunch: 11:30am (Lunches from \$1-\$2) Closed Public Holidays
The Wayside Chapel 29 Hughes Street Potts Point Ph: 9581 9100 Email: mail@thewaysidechapel.com	<ul style="list-style-type: none"> • Breakfast/lunch served • Showers, phone charging, emergency clothing packs Bookings essential 9581 9100	Open 7 days 9:30am- 2:30pm Low-cost meals daily (50c-\$4) 9.30am-2.30pm
Will2Live Van Corner of Eddy & Elizabeth Street Central Sydney Email: info@will2live.org.au Ph: 0449 924 221	<ul style="list-style-type: none"> • Free dinner 	Monday to Friday 6:45pm
Woollahra Food Pantry Woollahra Seventh-day Adventist Church 219 Edgecliff Rd, Woollahra (access in Chester Lane) Mobile: 0409 456 553 PH: 9387 2693 Email: info@woollahrachurch.org	<ul style="list-style-type: none"> • Free Food & Grocery Items 	Tuesdays 1:30pm–3.30pm
Youth off The Streets Van Green Park Darlinghurst PH: 8217 4700 Email: info@youthoffthestreets.com.au	<ul style="list-style-type: none"> • Free Meals 	Monday to Sunday Dinner – 8pm-10:30pm Closed December 31st & Mardi Gras

Emergency Accommodation

Organisation	Type of Assistance	Hours
<p>Caretakers Cottage Crisis Refuge 96 Bondi Road Bondi Junction</p> <p>Ph: 9389 0999 Email: info@caretakers.org.au Website: 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 Public Holidays</p>
<p>Courts NSW General line: Ph: 1300 679 272 Sydney Criminal Lawyer 24hour Hotline- 9261 8881</p>	<ul style="list-style-type: none"> • Help with Court documents • Sydney criminal lawyer 24 hour hotline – 9261 8881 	<p>Monday to Friday 8:30am–5.00pm</p>
<p>Energy and Water Ombudsman NSW</p> <p>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</p> <p>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 Tues & Wed Nights (Telephone advice available for urgent calls)</p>
<p>Kingsford Legal Centre Ground Floor, Law Building University of NSW Kensington</p> <p>Ph: 9385 9566</p> <p>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 Public Holidays</p>
<p>Law Access NSW Legal Helpline</p> <p>Ph: 1300 888 529</p>	<ul style="list-style-type: none"> • Free legal information 	<p>Monday to Friday 9am-5pm</p>

Financial Counselling, Legal Advice & Low Interest Loans

Organisation	Type of Assistance	Hours
Legal Aid Head Office, 323 Castlereagh St, Sydney Ph: 9219 5000	<ul style="list-style-type: none"> Free 20-minute interview for credit & debt advice 	Monday to Friday 9am-5pm
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 Open Public Holidays
National Debt Help Line Ph: 1800 007 007	<ul style="list-style-type: none"> Financial Counsellors assist with debt problems 	Monday to Friday 9.30am-4.30pm Closed Public Holidays
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 9:00am – 5:30pm Closed public holidays
Wesley Financial Counselling Services 3/220 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-5.00pm

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 public holidays
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 Legal advice by appointment 	Monday to Friday 9am to 4pm Closed public holidays
Jewish House Ph: 1300 544 357	<ul style="list-style-type: none"> Crisis Help 	24 hours/ 7days
Kids Helpline 1800 55 1800 Webchat Counselling: https://kidshelpline.com.au/get-help/webchat-counselling	<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 Closed public holidays
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 Phone & webchat 3pm-12am 7 days a week (same hours public holidays)
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 Closed public holidays

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
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 Monday –Thursday 8am-7pm Friday 8am-4.30pm Saturday 8am-3pm Karitane Bondi Open 9:30am – 6pm
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
The Ozanam Learning Centre Level 3, 99-133 Forbes Street	<ul style="list-style-type: none"> Counselling, advocacy, information and referral 	Monday to Friday 8:30am – 4pm

Organisation	Type of Assistance	Hours
Woolloomooloo Ph: 9358 8100	<ul style="list-style-type: none"> • Access to internet, computers, shared phone & chargers • NA programs, SMART Recovery, Gambling Counselling etc. 	
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 Closed public holidays
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