

Homeless Youth Resource

A young homeless person has knocked at your service. What do you do – where can you refer them?

The following guide has been developed to assist you in meeting their accommodation and other needs.

**A project of Western Sydney Housing Information and Resource Network
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Accommodation

Often the first point of call is to contact accommodation services.

If the young person is under 16 then call:

Department of Community Services on 132 111.

- Press 1 for a notification or to report at risk of harm
Press 2 if its urgent and you want to speak to someone
- This is a 24-hour, seven days per week number.

If the young person is 18 years or less then call:

Youth Accommodation Association Vacancy Line

The vacancy line provides specialist information and referral service for homeless young people. It provides a 24-hour crisis bed vacancy list over the phone.

Contact during office hours: 9698 5822

or

24 hour recorded service 9318 1531

The recorded service provides a list of vacancy in refuges in Sydney that is updated at 9.30 am each morning. Not all services participate in this vacancy line. Details on the refuges phone number, contact hours, age and gender of vacancy and contact times are given.

If the young person is 18 years and over then call:

Homeless Persons Information Line 9265 9081

You will speak to a person who will advise you of a vacancy to meet your need. This service is for 18 years and over and is available the following hours:

- 9am – 10pm Monday - Friday
- 9am – 4pm Saturday
- 10am – 4pm Sunday

They may also be able to assist with young people who are less than 18 years.

Not all services list with the vacancy lines and you may have more luck contacting services direct.

Crisis Accommodation

What and where is it?

Crisis accommodation generally provides care up to 3 months but can be just overnight. The service may refer the young person onto other accommodation services such as medium term. In addition to nightly accommodation the service may provide counselling, living skills, assist with education and other services.

Crisis Accommodation in Western Sydney

Close to or in Holroyd

Name:	<u>Churches of Christ</u> <u>Community Care</u>
Area:	Pendle Hill
Phone:	9636 1023
Target group:	Women with children, will take young women with children
Number of beds:	7 rooms
Hours of operation:	9am – 3 pm, Monday – Friday
Costs:	\$100 per week
Other services provided:	Living skills, refer out for counselling
Participate in Vacancy Lines:	Yes Homeless Persons Line

Name:	<u>Parrahouse</u>
Area:	Parramatta
Phone:	9633 5429
Target group:	14-17 years
Number of beds:	8 beds, 4 male, 4 female
Hours of operation:	24 hours, intake till 9pm
Costs:	\$6 per night
Other services provided:	Support, links to school, Centrelink
Participate in Vacancy Lines:	Yes Youth Accommodation Association Line (YAA) and Homeless Persons Line

Name: Hope Hostel
Area: Parramatta
Phone: 9683 1630
Target group: 18 years and over
Number of beds: 36 beds for males
Hours of operation: 24 hours
Costs: \$12 per night
Other services provided: Centrelink visits, mental health team, Housing Resource worker
Participate in Vacancy Lines: Yes Homeless Persons Line

A bit further away from Holroyd

Name: Fairfield Refuge
Area: Fairfield
Phone: 9728 7654
Target group: For first time out of home users
Number of beds: 5, 2 males/ 3females
Hours of operation: 24 hours
Costs: 35% of income up to \$35 if on benefits. Doc's placements billed to Docs
Other services provided: Living Skills, Centrelink
Participate in Vacancy Lines: Yes YAA

Name: Liverpool Youth Refuge
Area: Mt Pritchard
Phone: 9824 0192
Target group: 12 – 17 years
Number of beds: 8 program beds, 2 overnight
4 males/4females
Hours of operation: 24 hours
Costs: 25% of income
Other services provided: Living skills, case management, education programs
Participate in Vacancy Lines: Yes YAA

Name: Bidwill Emergency Accommodation unit
Area: Bidwill
Phone: 9628 0808
Target group: 12-17 years
Number of beds: 5 beds 2 / 3 gender ratio
Hours of operation: 24 hours
Costs: Depends on income
Other services provided: Living skills
Participate in Vacancy Lines: Yes YAA

Name: Wanbinga
Area: Doonside
Phone: 9622 1213
Target group: 15 -17 years, males
Number of beds: 6
Hours of operation: 24 hours
Costs: \$ 50 per week
Other services provided: Living skills, advocacy, refer to other services
Participate in Vacancy Lines: Yes YAA

Name: Siding Youth Refuge
Area: MT Druitt
Phone: 9625 0898
Target group: 14 - 17 years
Number of beds: 6 beds male /female
Hours of operation: Open 3.30pm-9.30am Monday to Friday, 24 hours in weekend
Costs: \$50 per week if on Centrelink, \$14 per day otherwise
Other services provided: Living skills, case management
Participate in Vacancy Lines: Yes YAA

Name: Penrith Youth Refuge
Area: Penrith
Phone: 4731 1275
Target group: 12 – 17 years
Number of beds: 6 beds male / female
Hours of operation: Open 3pm– 9am Monday – Friday, 24 hours weekend
Costs: \$40 if on Centrelink
Other services provided: Living skills, case management, assistance and support
Participate in vacancy lines: Yes YAA

Name: Fairview Youth Refuge
Area: Windsor
Phone: 4577 8084
Target group: 12 – 17 years
Number of beds: 5 beds, 2 male / 3 female
Hours of operation: Weekdays open 3.30pm – 9.30am, weekend 24 hours
Costs: \$50 per week if on Centrelink or other income
Other services provided: Living skills, minimal case management
Participate in Vacancy Lines: Yes YAA

Name: Katoomba Youth Refuge
Area: Katoomba
Phone: 4782 3646
Target group: 12 – 18 years, male/ female
Number of beds: 6
Hours of operation: 24 hours per day
Costs: \$50 per week
Other services provided: Living skills, outreach, on referral to medium term, employ Housing worker
Participate in Vacancy Lines: Yes YAA

Crisis Accommodation outside of Western Sydney

Name: Oasis Youth Centre
Area: Surry Hills
Phone: 9360 9000
Target group: 16 – 21 years
Number of beds: 8 male / 4female
Hours of operation: 5pm – 9am weekdays,
24 hours on weekends
Costs: \$5 per night, fee is negotiable
Other services provided: Will refer first time home
leavers to other areas, Programs
including education,
employment, counselling
Participate in Vacancy Lines: Yes YAA

Name: YWCA Emergency
Accommodation Service
Area: Ashfield
Phone: 9716 0731
Target group: 16 yrs women – pregnant or
with children, live semi
independently
Number of beds: 2 refuges with 4 bedrooms
Hours of operation: Office Hours
Costs: \$60 per week
Other services provided: 2 workers provide semi support

Name: Young Peoples Refuge
Area: Leichhardt
Phone: 9564 3638
Target group: 12 – 17 years , female
Number of beds: 5
Hours of operation: 24hours 7 days
Costs: 25% of income
Other services provided: Living skills, support
Participate in vacancy lines: Yes YAA

Crisis Accommodation for young people with Drug and Alcohol issues

Name:	<u>Don Bosco House</u>
Area:	Marrickville
Phone:	9564 2263
Target group:	16 years plus with D and A issues, must know a person over 19 years
Number of beds:	18 beds
Hours of operation:	24 hours
Costs:	None
Other services provided:	Counselling, Drug and Alcohol rehab, work with Cell Block
Participate in Vacancy Lines:	Yes YAA

Dunlea

Adolescent program for substance abuse

Merrylands

9632 6068

This service provides a residential 2 – 4 week program for boys and girls aged 15 – 18 years in a eight bed unit. The service provides a therapeutic drug – free environment, promoting changes of lifestyle and independence. The focus is on preparing residents to sustain living arrangements outside of the “Crisis refuge system”. Referrals can be self-referred or through Docs, Juvenile Justice and other agencies.

Medium Term Accommodation - What and where is it?

Medium term provides accommodation up to 12 months or longer. These services may provide support, case management, independent living skills and advocacy. Young people may live independently or semi independently. Young people are generally referred from a crisis refuge into medium term accommodation. Some take self referrals.

Name:	<u>Freehills – Marist Brothers</u>
Area:	Holroyd
Phone:	9671 7688
Target group:	Sub care beds under 16 years wards. Usually Docs placements
Hours of operation:	Office hours for referrals
Costs:	Docs meet costs
Other services provided:	Family restoration
Participate in Vacancy Lines:	No

Name:	<u>Adele House</u>
Area:	Toongabbie
Phone:	9631 8854
Target group:	17 years and over, medium to long term accommodation
Number of beds:	9 beds, 7 male, 2 female
Hours of operation:	Intake and enquiries 9 – 5, Monday – Friday, 24-hour support
Costs:	\$80 per week first month, \$90 per week then on
Other services provided:	Living skills, TAFE course on computers, fitness class, case management
Participate in Vacancy Lines:	No. 96% occupancy annually

Name: Churches of Christ
Community Care
Area: Pendle Hill
Phone: 9636 1023
Target group: Women with children, will take young women with children
Number of beds: 2 medium term houses
Hours of operation: Monday – Friday , 9am – 3 pm
Costs: \$100 per week
Other services provided: Living skills, refer out for counselling
Participate in Vacancy Lines: Yes Homeless Persons line

Name: Grandview Lodge
Area: Parramatta
Phone: 9683 2740
Target group: 15 – 18 years, females who are attending school
Number of beds: 4
Hours of operation: Closed Tuesday – Friday 9am – 3pm, otherwise open
Costs: \$120 per week board
Other services provided: Living skills, study hours, referrals from other refuges, DOCS, Schools and self-referral
Participate in Vacancy Lines: Yes YAA,

Name: Koompatoo
Area: Holroyd
Phone: 9891 4305
Target group: 16 – 25 years
Number of beds: 2 houses, 6 beds, 3 males / 3 females
Hours of operation: Referrals office hours
Costs: \$85.00 per week
Other services provided: Living skills
Participate in Vacancy Lines: No. Seldom have vacancies.

Name: St Vincent's Adolescent Care
Area: Holroyd
Phone: 9635 5699
Target group: 12 – 16 years, males
Number of beds: 2 units accommodates 12 males
Hours of operation: Office hours for referrals
Costs: Depends on family circumstances
Other services provided: Education officer, social workers counselling, tutoring, youth workers
Participate in Vacancy Lines: No have a long waiting list

Name: Anglicare Youth Services
Carramar Cottage
Early Intervention Team
Area: Parramatta
Phone: 9635 1023
Target group: 11 – 25 years who are pregnant
Number of beds: 6 beds
Hours of operation: Monday – Friday, 9am – 5pm
Costs: 25% of income
Other services provided: Provides support throughout pregnancy, living skills, and assist with exit points. Also provides support for women not in accommodation program
Participate in Vacancy Lines: No takes referrals from other agencies

Name: Minahan Community Placement Program
Area: Westmead
Phone: 9635 5699
Target group: 15 – 19 years, male / female
Hours of operation: Office hours
Costs: 25% of income
Other services provided: Medium to long term accommodation provided as Community Placements

A bit further away from Holroyd

Name: Barnados Auburn – Youth Accommodation program
Area: Auburn
Phone: 9646 2770
Target group: 16 – 21 years capable of independent living, male / female
Number of beds: 10 beds in 2 houses and a unit
Hours of operation: Office hours for referrals
Costs: 20% of income
Other services provided: Living skills, casework liaison, mediation, support

Name: Bidwill Medium to Long Term Accommodation Unit
Area: Bidwill
Phone: 9628 3333
Target group: 15 – 18 years, male /females
Number of beds: 5
Hours of operation: 2pm -10am daily
Costs: negotiable
Other services provided: Living skills

Name: Girls Accommodation Unit
Area: Blacktown
Phone: 9831 8274
Target group: 14 –18 years female
Number of beds: 5, stay 2 –12 months
Hours of operation: 24 hour
Costs: \$50 per week resident fee,
\$100 bond.
Other services provided: Living skills, aftercare and support, exit points include WHY, private rental, other SAAP services, family restoration. Service has a 2-week assessment process so young person needs to have somewhere to stay during that
Participate in Vacancy Lines: Yes ,YAA line

Name: Burnside
Area: North Parramatta
Phone: 9768 6866 ask for the Youth Worker on duty
Target group: 12 – 18 years
Substitute Care beds, long stay leave when they are ready
Number of beds: 12 beds in 2 houses
Hours of operation: Office hours for referrals
Costs: % of income
Other services provided: Provides family and youth support program for early intervention, community care placements for service clients
Participate in Vacancy Lines: No has long-term placements

Name: Willow Tree
Area: Emu Plains
Phone: 47229139
Target group: 16 – 19 years , females 20 weeks plus pregnant
Number of beds: 3 plus babies
Hours of operation: 9am – 5pm Monday - Friday
Costs: \$40 per week during pregnancy, \$65 for mum and baby
Other services provided: Living skills, craft, case management, pregnancy support, antenatal care.

Name: Dulkara
Area: Emu Plains
Phone: (02) 4722 9139
Target group: 16 – 19 years, Males
Number of beds: 4
Hours of operation: 9am – 5pm Monday - Friday
Costs: \$50 per week
Other services provided: Semi independent, case management, living skills, budgeting support, assistance and individual support

Name: Kurinda Adolescent Service
Area: Seven Hills
Phone: 9831 5830
Target group: 14 – 24 years, male / female with a diagnosis of mental illness
Number of beds: 6 – 8
Hours of operation: 24 hours per day
Costs: % of income
Other services provided: Living skills and support, refer out for counselling and psychiatric assistance

Name: Lemongrove Lodge
Area: Penrith
Phone: 4721 4132
Target group: 15 – 17 years, male / female
Number of beds: 6
Hours of operation: Sunday – Thursday 7.30am – 11pm, Friday – Saturday 7.30 am – 12 midnight
Costs: \$65 per week
Other services provided: Outreach, case management, living skills, day programs
Participate in vacancy lines: Yes YAA

Name: Young Women's Supported Accommodation Program
Area: Bankstown
Phone: 9793 7522
Target group: 16 –25 years female and young mothers
Hours of operation: Office Hours for referral
Costs: 25% of income for rent
Other services provided: Semi – independent living, Casework support, outreach

Name: Hills Accommodation for Youth (HAY)
Area: Castle Hill
Phone: 9680 1201
Target group: 16 – 20 years male / female
Number of beds: 4 male / 5 female
Hours of operation: Monday – Friday, 9am – 6pm
Costs: 20% of income
Other services provided: Life skills support

Medium Term Accommodation outside of Western Sydney

Name:	<u>Twenty Ten Gay and Lesbian Youth Service</u>
Area:	Glebe
Phone:	9552 6130
Target group:	18 years and over, male /female
Number of beds:	12 beds
Hours of operation:	10am – 6pm Monday - Friday
Costs:	% of income
Other services provided:	Provides a reconnect service for young people 12 – 18 years, provides brokerage service and independent living

Longer Term Accommodation - What and where is it?

Longer term provides accommodation for more than 12 months. These services assist young people who can live independently.

Name:	<u>Western Housing for Youth</u>
Area:	Holroyd and Parramatta
Phone:	9689 2740
Target group:	16-21 years, capable of independent living
Number of houses:	Currently have 8 properties, which have 2, 3 or 4 bedrooms
Hours of operation:	Office open Monday – Friday 9.30am – 7pm
Costs:	Rent charged is a % of income
Participate in Vacancy Lines:	No. WHY takes referrals from other agencies - referral process takes 2 weeks

Name: Holroyd Accommodation through Co-operative Housing (HATCH)
Area: Merrylands
Phone: 9637 1535
Target group: 16–25 years on low incomes
Number of Houses: Six one bedroom units, four two bedroom units
Hours of operation: Office hours
Costs: Percentage of income
Other services provided: Tenants are provided with education, training and resources to assist with longer-term independent management
Participate in Vacancy Lines: No referrals are either self referred or from other agencies

Name: Western Suburbs Community Housing
Area: Holroyd, Parramatta, Auburn and Blacktown
Phone: 9896 6399
Target group: 18 years and over
Hours of operation: Office Hours, Monday - Friday
Costs: 25% of income
Other services provided: Independent community housing, waiting list is based on priority of need.

Name: Department Of Housing
Area: Parramatta , Auburn , Holroyd
Phone: 9891 8111
Target group: 18 years and over , may take younger
Service Type: Long term community housing for people on low incomes. Can provide priority housing for those in a crisis situation depending on need.
Hours of operation: Office hours, Monday - Friday
Costs: % of income
Other services provided: Provides assistance with bonds and rents in private rental market as well.

Name: Fairfield Youth Accommodation Service
Area: Wakely
Phone: 9757 2121
Target group: 16 – 24 years male/female
Hours of operation: Monday – Friday, 9am – 5pm
Costs: % of income

Name: Fusion
Area: Blacktown
Phone: 8805 5920 – ask for accommodation service
Target group: 16 – 24 years, male /female
Hours of operation: Monday – Friday, 9am – 5pm
Costs: 25% of income

Health

How can you assist a young person with health services?

High Street Youth Health Service

65 High Street

Harris Park

Phone: 9 687 2544

Monday – Friday 9am – 5pm

Thursdays open till 6.30 pm

Provides services for young people 12 – 25 years who are homeless or at risk of being homeless.

Services include:

- Worker on Duty – someone to talk to, referrals, information
- Basic needs – between 9am – 1pm young people can come in and have a shower, access laundry facilities and have something to eat.
- Mental Health – a mental health worker is available to do assessments, case management and to chat about concerns a young person may have with their or someone else's mental health
- Education – provides help for young people who are having difficulty getting into or staying in school or courses
- Provides a mobile outreach service that can go to events
- Counselling – has generalist and drug and alcohol counsellors.
- Drop in – provides drop in on Tuesday, Thursday and Friday afternoons. Thursday drop in is till 6.30pm and dinner is provided for young people 12 – 20 years.
- Medical – provides free medical services several afternoons per week. Information and treatment over STD's, contraception, pregnancy, immunisation or other health concerns. You need to make an appointment.
- Needle exchange – a needle and syringe exchange program operates.

Merrylands Community Health Centre
Memorial Avenue
Merrylands
9682 3133

Parramatta Community Health Centre
Marsden Street
Parramatta
9843 3222

The Community Health Centres have a child and adolescent team. They provide counselling services for young people who may have issues with school, family, drug and alcohol.

Contact the centre and talk to the intake officer.

Both centres can assist in an emergency if a young person is at risk of suicide or harming themselves. Ring the intake officer to access the **Help in a Hurry** service targeting 13 – 15 years. They will organise for the young person to see a Psychiatrist as soon as possible.

For other emergencies take the young person to either Westmead Children's Hospital if under 15 years or Westmead Casualty if over 15 years.

Department of Child Adolescent and Family Psychiatry
Also known as Redbank House
Institute Road, grounds of Westmead Hospital
Westmead
9845 6577

Provides services for children and adolescents with severe emotional, behavioural and psychiatric disorders. Contact the intake officer during office hours on 98456577. A referral is required from family doctor or other professional.

Dunlea
Adolescent program for substance abuse
Merrylands
9632 6068

This service provides a residential 2 – 4 week program for boys and girls aged 15 – 18 years in a eight bed unit. The service provides a therapeutic drug – free environment, promoting changes of lifestyle and independence. The focus is on preparing residents to sustain living arrangements outside of the “Crisis refuge system”. Referrals can be self-referred or through Docs, Juvenile Justice and other agencies.

Ted Noffs Foundation
PALM Program for Adolescent Life Management – West
Cumberland Hospital
5 Fleet Street
Parramatta 2124
9840 3670

Provides a 3 month residential programme for adolescents, 14 – 18 years with substance abuse related problems. Eligible young people are assessed for suitability following a referral. Telephone enquiries and referrals can be made Monday – Friday 9am – 5pm. As there are limited beds the service may be closed to new admissions from time to time.

Cumberland Women’s Health Centre
13 New Street
Parramatta 2150
9635 3555
Monday, Wednesday, Thursday , Friday 9.30am – 12.30pm,
1.30pm – 5pm
Tuesday 9.30am – 12.30pm

Provides education , information , counselling, referral and advocacy on a range of women’s health issues. Groups available on stress management, yoga, assertiveness, self defence, sexuality and for women who are survivors of domestic violence.

Legal Services

The young person you are seeing has a few legal issues. Who can help?

**Macquarie Legal Centre
Level 1,
250 Pitt Street,
Merrylands 2160
9760 0111**

Macquarie Legal Centre provide legal information and referrals. They have a Youth Education Project which provides legal education, resource development and law reform work around juvenile justice issues. If you are assisting a young person who has legal hassles they may be able to help you.

Telephone Legal Advice is available Monday and Thursdays from 2pm – 4.30pm on 9760 0111.

**Welfare Rights Centre
Level 5
414 Elizabeth Street
Surry Hills 2010
9211 5300
1800 226 028**

The Welfare Rights Centre is an independent community legal centre specialising in Social Security and Centrelink Law. They provide free information and advice. They may be able to assist a young person who is having difficulties with Centrelink.

Advice is available:

Monday and Thursday 9am – 5pm

Tuesday 1pm – 5pm

Wednesday and Friday 9am – 1pm.

Western Sydney Tenants Advice Service (WESTS)

46 Marion Street

Harris Park 2150

9891 6377

1800 625 956

Monday, Tuesday, Wednesday Thursday 10am – 1pm, 2pm – 4pm

Friday 2pm – 4pm.

Can provide advice and information on tenancy issues.

POLICE STATIONS

The local police stations have dedicated officers such as Youth Liaison Officer, Gay/Lesbian Liaison Officer and Domestic Violence Liaison Officer who may be some assistance for a young person.

Merrylands Police Station

15 – 17 Memorial Avenue

Merrylands 2160

9897 4899

Parramatta Police Station

95 Marsden Street

Parramatta 2150

9633 9633

Granville Police Station

10 –12 Hutchinson Street

Granville 2142

9760 6199

Material and Practical Assistance

What else can you do for the young person?

\$\$\$\$ - Financial Assistance

Youth Allowance contact number 132 490

**Centrelink
207 – 209 Pitt Street
Merrylands**

**Centrelink
Ground Floor
Jessie Street Centre
2- 12 Macquarie Street
Parramatta 2150**

www.Centrelink.gov.au -

This website can provide information about a range of benefits and eligibility.

The young person may be eligible for financial assistance such as the Youth Allowance. A young person needs to register their intent to claim and then complete a form. By contacting **132 490** you can register interest as well as organise for a form to be posted to you. Forms may also be collected from the local office. Be warned there are a number of different forms to meet a young person's situation so make sure you have the right form.

To qualify for the youth allowance the young person must be:

- Aged 16 – 24 years and studying full time
- Aged 15, studying full time and considered independent
- Aged 16 – 20 and looking for work full time, undertaking a combination of approved activities or have a temporary exemption from the activity test requirement
- Satisfy an activity test by undertaking approved activities

To complete a form the young person will need proof of identity and may need proof of enrolment at school or elsewhere, information about income and depending on circumstances information on parents/ guardian's income.

Payments rate are available on the website or by contacting 132 490.

Breaching (loss of Allowance)

Young people may lose their Youth Homeless Allowance if they do not meet some of the requirements. Before a young person can be breached they must have three reported incidents. Within the area these must be reported to a Social worker at Parramatta Centrelink. Contact them to discuss breaching of a young person.

Department of Housing
106 – 108 Church Street
Parramatta
9891 8111
www.housing.nsw.gov.au

Can provide Rentstart assistance, which provides financial assistance for eligible clients to move to other accommodation in the private sector.

Rentstart provides for 75% of the bond.

Rentstart plus can provide bond assistance, 2 weeks rent and assistance with connection fees up to \$200 and removalists fees up to \$500.

100% bond assistance may be approved in special circumstances.

Rentstart tenancy assistance can provide up to 4 weeks for rental arrears to secure an existing tenancy once per 12 month period.

To be eligible for Rentstart you must

- Meet the income eligibility criteria
- Be an Australian Citizen or have permanent residency
- Be resident of NSW
- Be 18 years and over (although younger people may be eligible)
- Have less than \$1000 in savings
- Show that you can afford private rental

To be eligible for Rentstart plus you must show the Department you have difficulties with your present housing such as

- Homeless or about to be homeless
- Fleeing domestic violence
- Are being subject to violence , harassment , or abuse
- Residing in a refuge
- Under 18 years and at risk
- HIV/Aids
- Have a disability
- Have just been released from jail
- Are a refugee

Table A: Income Eligibility for Rentstart

Household Size	Max total income per week
1 person	\$395
2 persons	\$500
3 persons	\$580
4 persons	\$665
5 persons	\$720
6 persons	\$775

As at July 2000

Holroyd Community Aid and Information Service.

Miller Street

Merrylands

Monday – Friday

9am – 3pm

9637 7391

Can assist eligible young people 16 – 25 years with food vouchers, prescriptions and can help with fares to appointments or accommodation.

Parramatta Community Services and Information Centre

Level 1, Old Council Chambers

Civic Place

Parramatta

9635 3139

Monday – Friday

9.00am – 2.30pm

Can provide help with food parcels, new born baby clothes and at the beginning of winter blankets.

Anglicare Youth Services

45 Hunter Street

Parramatta

9635 1023

Ask for the street work service

Can provide assistance with train fares, food vouchers and food. Also can assist if able with practicalities of moving.

St Vincent De Paul
8 Victoria Road
Parramatta
9683 2122

Monday, Tuesday, Thursday and Friday 9.15 am – 2.30 pm
Closed Wednesdays

Can assist with food, clothing and furniture if young person is eligible and stock is available. May also be able to assist with rail passes for metropolitan Sydney.

Salvation Army
34 – 38 Smith Street
Parramatta
9891 4526

Monday –Thursday 9.00am – 2.00pm
Friday 9.00am – 11.30pm

Provides basic emergency assistance such as food. Depends on what is available at the time.

Granville Multicultural Centre
8 Factory Street
Granville 2142
9637 7600

Provides electricity vouchers. May be useful for young people with accommodation who can't pay electricity account.

Food services

Young people can get food vouchers or parcels if eligible from the following local agencies:

Holroyd Youth Services
Merrylands rd
Merrylands
9637 1535

Provides limited assistance with food.

Holroyd Community Aid and Information Service.
Miller Street Merrylands
Monday – Friday
9am – 3pm
9 637 7391

Can assist eligible young people 16 – 25 years with food vouchers

High Street Youth Health Service**65 High Street****Harris Park****Phone: 9 687 2544****Monday – Friday 9am – 5pm****Thursdays open till 6.30 pm**

Young people can get something to eat Mon – Fri 9am – 1pm and can get dinner at drop in on a Thursday night.

Anglicare Youth Services**45 Hunter Street****Parramatta****9635 1023****Ask for the street work service**

Can provide assistance with food vouchers and food.

Parramatta based food vans/services

Last year Parramatta City Council worked with local housing/church organisations to provide a safe haven for homeless people within Parramatta during the Olympic period. This led to a coordinated approach to assisting homeless people and has resulted in an ongoing safe haven project. Food services within Parramatta LGA are now better coordinated and Table B is the most recent listing of outreach services to the homeless. There is no similar project within Holroyd and it seems that some Holroyd organisations participate in the Parramatta project.

This may be a useful reference for you to advise young people about the availability of food. In addition Holroyd Youth Services has limited stocks of food to hand out and food is also available at High Street Youth Health Centre.

Locations

St Johns Cathedral Caring Centre, Marsden Hall, near Church Street Mall
Meals Plus, at rear of Parramatta Mission, Macquarie Street, Parramatta
Prince Alfred Park, Corner Church /George Street, Parramatta
Smith Street Car Park, Smith Street near Arthur Phillip High

Table B: location of Food Vans

Day	St Johns Cathedral Caring Centre	Meals Plus, Parramatta Mission	Prince Alfred park	Smith Street Car park
Monday	10am – 1pm	11.30 – 1pm	7.30 – 11pm – Sacred hearts Mission 10.30pm-11.45pm St Vincent's De Paul	10.30pm-11.45pm St Vincent's De Paul
Tuesday	10am – 1pm	11.30 – 1pm	10.30pm-11.45pm St Vincent's De Paul	9pm – 10.30pm Coptic Orthodox Church 10.30pm-11.45pm St Vincent's De Paul
Wednesday	10am – 1pm	11.30 – 1pm	6pm – 10pm Pendo to Parra Youth Support 10.30pm-11.45pm St Vincent's De Paul	10.30pm-11.45pm St Vincent's De Paul
Thursday	10am – 1pm	1.00pm – 2.30pm	7.30 – 11pm – Sacred hearts Mission 10.30pm-11.45pm St Vincent's De Paul	10.30pm-11.45pm St Vincent's De Paul
Friday	10am – 1pm	11.30 – 1pm 7pm – 11pm Servants of Jesus	10.30pm-11.45pm St Vincent's De Paul	10.30pm-11.45pm St Vincent's De Paul
Saturday		11am – 12noon Parramatta Mission 5pm – 9pm Adracare	10.30pm-11.45pm St Vincent's De Paul	10pm – 11pm Grace Apostolic Outreach 10.30pm-11.45pm St Vincent's De Paul
Sunday			6pm – 10pm Pendo to Parra Youth Support 10.30pm-11.45pm St Vincent's De Paul	7.30pm-10.30pm Crusade Parramatta 10.30pm-11.45pm St Vincent's De Paul

Showers/ Laundry

Young people can have a shower at High Street Youth Health from 9am – 1pm Monday – Fridays. They can also access a laundry.

Showers and laundry are available at Pendle Hill Church of Christ on Monday mornings.

Hot and Cold showers are also available at Swimming Centres and Parramatta City Council allocates swim passes each year to accommodation services in the local area for distribution to young homeless people.

Street Support Services

A number of agencies employ dedicated street support services that work with young people who live on the street or at risk of living on the streets.

Anglicare Youth Services

45 Hunter Street

Parramatta

9635 1023

Ask for the street work service

The street work service employs five staff to work with young people who are street oriented and frequent the Parramatta Local area.

The service provides 4 functions:

1. Street Work – meet with young people on the street and build relationships
2. Transitional Support – assist young people with their presenting need – it may be to find accommodation, assist them moving, court support, food, food vouchers.
3. Case Management – work with young people to identify goals and attain
4. Community Development – networks, research, coordination .

Local youth workers can contact this service if they are unable to help a young person and they will either organise to meet with the young person or give you some further ideas for referral.

Wentworthville Youth Services
Dunmore Street
Wentworthville
9636 4969
0418 863707

This service provides an outreach youth worker who can assist young people who are homeless with support and advice.

Pendo to Parra Youth Support
Corner Dunmore Street and Pendle Way
Pendle Hill
9636 7400
0411 460263

This service provides outreach with a food van, drop in for showers, food and laundry on a Monday morning. The worker provides support and advice.

Youth Services

There are a number of youth centres within Holroyd who provide activities and support for young people. They may not be able to help a homeless young person with overnight accommodation but can certainly assist with young people at risk of being homeless.

Holroyd Youth Services
Merrylands Road
Merrylands
9637 1535

They provide a range of programs and activities for young people. They also manage the HATCH cooperative housing and can assist young people with food parcels.

Wentworthville Youth Services
Dunmore Street
Wentworthville
9636 4969
0418 863707

They provide a range of programs and activities as well as employ an outreach youth worker who can assist young people who are homeless or at risk of being homeless.

Guildford Youth Project
Guildford
9681 3316

Provides activities as well as individual support for young people.

Pendo to Parra Youth Support
Dunmore Street/ Pendle Way
Pendle Hill
9636 7400
0411 460263

This service provides a drop in service on Thursday afternoons for young people 10 – 15 years. In addition they provide drop in on Mondays for homeless young people to access showers and laundry and they provide an outreach service to young people through a food van visiting twice a week in Parramatta.

Westway Youth Support
Greystanes
9688 4352

This service provides a youth centre at Hyland Road. Drop in is run on Thursday and Friday afternoons for 12 – 24 years. Video nights are held on Thursday/ Friday and on Tuesdays and Wednesdays the youth workers are available to assist young people with resume preparation and general advice. Monday afternoon there is a program for young people with a disability.

Council Youth Workers

Both Holroyd and Parramatta Council employ a Youth Worker. They may be able to assist with advice on local services and activities and can be contacted on:

Holroyd	9840 9915
Parramatta	9806 5116

Phone numbers – a quick guide

Accommodation

Department of Community Services	132 111
Youth Accommodation Association line	9318 1531
Homeless Persons Information line	9265 9081

Crisis Accommodation Services in Western Sydney

Refuge	Age	Phone Number
Male / Female		
Parrahouse Parramatta	14 –17 years	9633 5429
Fairfield Refuge Fairfield	First timers	9728 7654
Liverpool Youth Refuge Mt Pritchard	12 – 18 years	9824 0192
Bidwill Emergency Accommodation Bidwill	12 –17 years	9628 0808
Penrith Youth Refuge Penrith	12 – 17 years	4731 1275
Siding Youth Refuge Mt Druitt	15 – 17 years	9625 0898
Fairview Youth Refuge Windsor	12 –17 years	4577 8084
Katoomba Youth Refuge	12 – 18 years	4782 3646
Young women with children		
Churches of Christ Pendle Hill		9636 1023
Male Only		
Hope Hostel Parramatta	18 plus	9683 1630
Wanbinga Doonside	15 –17 years	9622 1213

Crisis Accommodation Services outside of Western Sydney

Refuge	Target	Phone Number
Oasis Youth Centre	16 – 21 years Male / Female	9360 9000
YWCA Emergency Accommodation	16 yrs young pregnant women	9716 0731
Young Peoples Refuge	12 – 17 years female	9564 3638
Don Bosco House	16 – 19 drug and alcohol problems	9564 2263

Medium Term Accommodation

Service	Age	Phone Number
Male / Female		
Freehills Holroyd	Subcare under 16yrs	96717688
Adele House Toongabbie	17 years plus	9631 8854
Minahan Community Placement Program Westmead	15 – 19 years	9635 5699
Koompartoo Holroyd / Parramatta	16 – 25 years	9891 4305
Burnside North Parramatta	12 – 18 years sub care	9768 6866
Barnados Auburn	16 – 21 years	9646 2770
Bidwill Medium Term Bidwill	15 – 18 years	9628 3333
Lemongrove Lodge Penrith	15 –18 years	4721 4132
Females only		
Churches of Christ Pendle Hill	Young women with children	9636 1023
Anglicare Youth Services Parramatta	11-25 years pregnant	9635 1023
Grandview lodge Parramatta	15 – 18 years	9683 2740
Girls Accommodation Unit Blacktown	14 – 18 years	9831 8274
Willow Tree Emu Plains	16 – 19 years must be at least 20 weeks pregnant	4722 9139
Young Women's Supported Accommodation Bankstown	16 – 25 years also young mothers	9793 7522

Males only		
St Vincent's Adolescent Care Westmead	12 – 16 years	9635 5699
Dulkara	16 – 19 years	4731 1275
Specialist services		
Kurinda	Years with a diagnosed mental illness	9831 5830
Twenty ten Gay and Lesbian Youth Service	18 years plus who are gay or lesbian	9552 6130

Longer Term Accommodation

WHY	16 – 21 years	9689 2740
HATCH	16 – 25 years on low income	9637 1535
Western Suburbs Community Housing	18 years and over	9896 6399
Department of Housing	18 years and over	9891 8111
Fairfield Youth Accommodation Service	16 – 24 years	9757 2121
Fusion Blacktown	16 – 24 years	8805 5920

Health Services

High Street Youth Health	9687 2544
Merrylands Community Health	9682 3133
Parramatta community Health	9843 3222
Redbank	9845 6577
Cumberland Women's Health	9635 3555
Dunlea	9632 6068
Palm Program	9840 3670

Legal Services

Macquarie Legal Centre	9760 0111
Welfare Rights Centre	9211 5300
Western Sydney Tenants Advice Service	9891 6377

Police Stations

Merrylands	9897 4899
Parramatta	9633 9633
Granville	9760 6199

Material and Practical

Centrelink Merrylands/ Parramatta	132490
Department of Housing	9891 8111
Holroyd Community Aid	9637 7391
Parramatta Community Aid	9635 3139
Anglicare Youth Services	9635 1023
St Vincent De Paul	9683 2122
Salvation Army	9891 4526
Granville Multicultural Centre	9637 7600

Youth Services

Holroyd Youth Services	9637 1535
Wentworthville Youth Services	9636 4969
Guildford Youth Project	9681 3316
Westway Youth Support	9688 4352
Pendo to Parra Youth Support	9636 7400
Anglicare Youth Services	9635 1023
Holroyd Council Youth Worker	9840 9915
Parramatta Council Youth Worker	9806 5116