

# HOMELESS IN HOLROYD



Resource Directory of Services in Holroyd and Surrounding Areas



**Holroyd City**  
*Built Around People*

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# PREFACE

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Holroyd City Council has developed this resource as an aid to services that are working with and assisting people who are homeless or at risk of homelessness.

Within the Local Government Area there are a number of services to assist people who are homeless or at risk of becoming homeless. The people of Holroyd are also assisted by a number of agencies located in Parramatta and the surrounding areas. These agencies may provide accommodation or support services to the people in Holroyd.

Council hopes you find this resource useful.

November 2008

# PLACES TO RING TO FIND ACCOMMODATION

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## Accommodation Vacancy Lines

### ***Youth Emergency Accommodation Line (YEAL)*** 1800 424 830

YEAL provides a simple and reliable way for young people to connect with suitable accommodation services across NSW. YEAL provides a recorded message of current emergency and semi supported vacancies in NSW and provides support to individuals to access suitable housing or support services.

An online register of vacancies is provided and updated daily on weekdays. A message service is available 24 hours a day, 7 days a week.

The YEAL project has a support worker who will assist to identify and secure suitable crisis accommodation. To access the support worker, call 1800 424 830 or 9318 1531 and choose the appropriate option.

### ***Homeless Persons Information Centre (HPIC)*** 1800 234 566

HPIC provides a telephone information and referral service for those in the community who are homeless, or at risk of homelessness. It provides professional assessments and referrals for clients seeking accommodation and support services within NSW.

The service is provided directly by the City of Sydney Council.

HPIC can make referrals for individuals, couples and family groups over 18 years of age. HPIC referral officers prefer to speak to the client directly to ensure clients express their own needs and experiences, and allow HPIC to gain the client's permission to disclose personal details in making a referral to other services.

The service is provided 7 days a week, 9am to 10pm. It is closed each day between 1pm - 2pm.

### ***After Hours Temporary Accommodation Line for Housing NSW***

1800 152 152

Information about temporary accommodation is available during business hours from local offices of Housing NSW.

After hours, accommodation is only available overnight and the person or family is then referred to the local office of Housing NSW.

This service is available from 4.30pm - 10pm weekdays and from 10am - 10pm weekends.



## Crisis Accommodation in Holroyd

*Crisis accommodation provides care from overnight to up to 3 months. The service will provide accommodation, counselling, living skills and assistance with finding more permanent accommodation.*

### ***Pendle Hill Crisis Centre***

9636 7400

Located in Pendle Hill, the centre provides crisis accommodation to women with children. The service is not designed to accommodate women with drug, alcohol addictions or mental illness.

### ***Our Lady of the Way***

9633 5433

Based locally, Our Lady of the Way provides accommodation for women.

## Medium Term Accommodation in Holroyd

***Medium term accommodation is for up to 12 months or longer. Services may provide support, case management, independent living skills and advocacy. Clients may live independently or semi independently.***

### ***Pendle Hill Crisis Centre***

9636 7400

Located in Pendle Hill, the centre provides medium term accommodation to women with children. This service is not designed to accommodate women with drug, alcohol addictions or mental illness.

### ***Koompartoo***

9897 5841

Located in Merrylands, Koompartoo provides semi-independent living for up to 2 years for young people 16 - 25 years. Koompartoo is part of Parramatta Mission's supported accommodation services.

### ***Macintosh House***

9721 5725

Located in Merrylands, Macintosh House is a medium to long - term residential service for previously drug addicted, abused and/or severely disadvantaged adolescent males and females aged from 16 years. Referrals can come from Community Services Agencies as well as from within the Youth of the Streets continuum of care.

## Longer Term Accommodation in Holroyd

***Longer term accommodation provides for more than 12 months. People accessing longer term accommodation need to be able to live independently.***

### ***Holroyd Accommodation through Co-operative Housing (HATCH)***

9637 1535

Located in Merrylands, HATCH provides long term accommodation to young people 16 - 25 years on low incomes. Accommodation consists of 1 or 2 bedroom units.

### ***Western Housing for Youth (WHY)***

9689 2740

Located in Harris Park, WHY provides accommodation to young people 16 - 21 years capable of independent living. Accommodation ranges from bedsits through to shared accommodation in a 4 bedroom house.

### ***Affordable Community Housing Cooperative***

9896 6399

Open 9.00am-4.30pm Monday, Wednesday, Thursday and Friday, closed Tuesday.

Located in Wentworthville, Affordable Community Housing Cooperative provides independent accommodation to people who are eligible for Housing NSW accommodation and have a current T number. Tenants need to be eligible to enter into a lease agreement. Accommodation is available across Holroyd, Parramatta and Western Sydney.

### ***Hume Community Housing Association***

9724 0554

Located in Fairfield, Hume Community Housing Association provides independent accommodation to people who are eligible for Housing NSW accommodation and have a current T number. Tenants need to be eligible to enter into a lease agreement. Accommodation is available across Holroyd, Fairfield, Liverpool and Western Sydney.

### ***Housing NSW***

9891 8111

Housing NSW provides long term community housing for people on low incomes. They can provide priority housing for those in a crisis situation depending on need. They also provide assistance with bonds and rents in the private rental market.

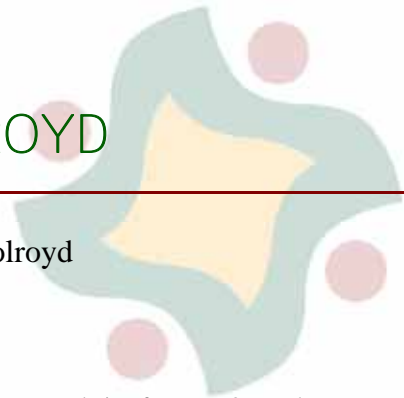
Housing NSW Parramatta provides a:

- Private Rental Brokerage Officer who can assist people to look for private rental properties
- Tenancy Facilitation Officer who can assist people at the counter to look for private rental properties and give advice on how to present themselves
- Tenancy Guarantee which can assist people who have difficulty accessing private rental due to previous history. This is a \$1,000 guarantee to landlords against rent in addition to the bond being paid.
- Rent Start - bond assistance

Pingara House provides crisis accommodation in partnership with Housing NSW.

# ACCOMMODATION ADJACENT TO HOLROYD

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## Crisis Accommodation surrounding Holroyd

### ***Parrahouse***

9633 5429

Located in Parramatta, Parrahouse provides crisis accommodation for up to 3 months to young people aged 14 -17 years. They also provide client support and management, links to education and referral to other services such as Centrelink.

24 hour after hour's crisis centre is provided with overnight accommodation for young people referred through the Department of Community Services Helpline.

### ***Centacare Crisis Accommodation Program***

9755 7791

Located in Fairfield, the Centacare Crisis Accommodation Program provides crisis accommodation to young people aged 15 - 18 years.

### ***Hope Hostel***

9683 1630

Located in Parramatta, Hope Hostel provides crisis accommodation beds for males 18 years and over for up to three months. They also provided 5 beds for intoxicated males overnight.

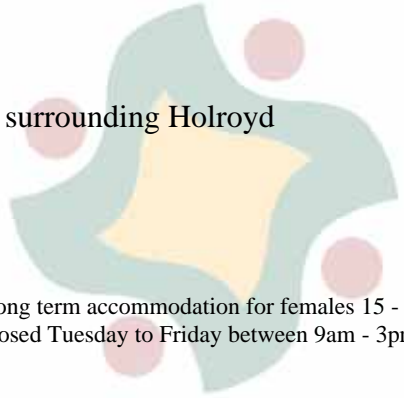
The staff provide case management, support and referral to other services.

### ***Pingara House***

9872 9636

Located in Parramatta, Pingara House provides crisis accommodation for up to two weeks and transitional housing up to 6 months. Referrals must be made through Housing NSW.

## Medium - Long Term Accommodation surrounding Holroyd



### ***Grandview Lodge***

9683 2740

Located in Parramatta, Grandview Lodge provides long term accommodation for females 15 - 18 years who are studying full-time. The lodge is closed Tuesday to Friday between 9am - 3pm.

### ***Carramar***

9635 1023

Located in Parramatta, Carramar provides semi-supported accommodation for up to 18 months for women up to 25 years who are pregnant or have children. The service provides support throughout pregnancy, living skills, and assists with exit points. Carramar runs supported playgroups, and provides early childhood assistance and support workers as part of their early intervention program.

### ***Barnardo's – Youth Accommodation Program***

9646 2770

Located in Auburn, the Barnardo's Youth Accommodation Program provides semi supported accommodation for young people aged 16 - 21 years.

### ***Marist Youth Care***

9407 2103 (for referrals during office hours)

Based in Westmead, Marist Youth Care provides services across Western Sydney. It has a central referral number to cover all its accommodation programs.

Marist Youth Care provides accommodation and services from sub care beds for Department of Community Services referrals through to independent living. They run a number of programs such as Family Restoration , Intensive Family Support , Restorative Justice, Post Release Support, Transition to Independent Living and they also provide an After Care Worker.

***Fairfield Youth Accommodation Service – FYAS***

9757 2121

Located in Fairfield, FYAS provides semi-supported accommodation for young people 16 - 24 years for up to 2 years.

***Fusion***

8805 5920 – ask for accommodation service

Located in Blacktown, Fusion provides semi-supported accommodation for young people 16 - 24 years for up to 2 years.



***Cardinal Freeman Centre***

9637 6398

Located in Granville, Cardinal Freeman provides medium term supported accommodation to men 18 years and over. Referrals may come through the Parramatta Homeless Men’s coalition or may come independently.

***Leigh Transitional Rehabilitation Service***

9891 2473

Located in the Parramatta area the Leigh Transitional Rehabilitation Service is part of the Parramatta Men’s Homeless Coalition. Accepting men from all agencies, including local hospitals and detox services, a waiting list often applies. The service is targeted at men 25 years and over who need a supported accommodation environment to continue with their recovery from addiction.

***Thelma Brown***

9891 2277

The Thelma Brown Cottage Refuge provides accommodation for women and their children.

Thelma Brown Cottage is part of the Parramatta Mission’s accommodation services.

***Men's Accommodation and Referral Service (MARS)***

9860 5900

Located in Harris Park, and run by Mission Australia, MARS provides supported accommodation, case management, assessment, referral and advocacy for primarily homeless men aged 18 years and over. It also provides a brokerage service for people who are homeless or at risk of homelessness.

***Barnardo's – Family Temporary Accommodation Program***

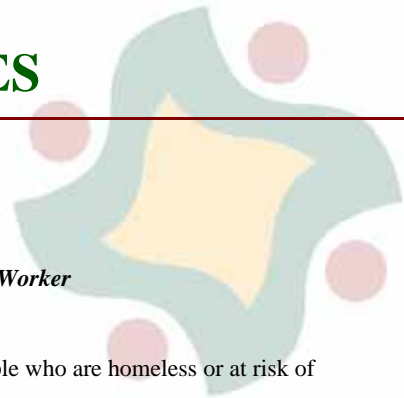
9646 2770

Located in Auburn, the Barnardo's Family Temporary Accommodation Program provides supported accommodation for women and families with children.



# SUPPORT AGENCIES

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## Services to Assist - Youth

### ***Holroyd Youth Services - Youth Housing Support Worker***

9637 1535

The Housing Support Worker can assist young people who are homeless or at risk of homelessness to access accommodation.

### ***Anglicare Youth Services - Street Outreach***

9895 8181

1800 036 644 (Freecall - for homeless young people only)

Located in Parramatta, the Street Outreach Program targets young people aged 12 - 25 years. The service provides outreach and casework to assist homeless adolescents and young adults in need of accommodation, food, legal referral, support and health referral.

### ***Granville Multicultural Community Centre (GMCC) - Newly Arrived Youth Support Service (NAYSS)***

9637 7600

NAYSS works with young people and their families who are new to Australia. They work particularly with young people (12 - 21 years) who are homeless or at risk of homelessness and who live in the Auburn or Parramatta areas.

## Services to Assist – Drug and Alcohol

### ***Adele House***

9631 8854

Located in Toongabbie, Adele House provides medium term accommodation for up to 6 months for males aged over 17 years who are in rehabilitation from drug and alcohol problems.

### ***Dunlea***

9721 5714

Located in Merrylands, the Dunlea Alcohol and Other Drug Youth Service (DAYS) is designed for young people (14 -19 years) who have problematic levels of drug and alcohol use. The service also caters for their families who may be struggling with the issues surrounding the young person's substance abuse.



# GENERALIST SERVICES THAT PROVIDE SUPPORT

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There are a range of support services that can help people who are homeless or are at risk of being homeless.

## *Centrelink – Merrylands*

Located in Merrylands, Centrelink provides assistance to people in difficulty. Centrelink may be able to assist with emergency payments. Phone numbers to ring include:

<b>Employment Services</b>	<b>13 2850</b>
<b>Disability, Sickness and Carers</b>	<b>13 2717</b>
<b>Family Assistance Office</b>	<b>13 6150</b>
<b>Youth and Student Services</b>	<b>13 2490</b>
<b>ABSTUDY</b>	<b>13 2317</b>

## *Holroyd Community Aid and Information Service (HCAIS)*

**9637 7391**

Located at Merrylands, HCAIS provides vouchers (food, medical, electricity, gas, and phone), clothes, nappies, and blankets. Clients must live in the Holroyd area.

Hours of operation are Monday and Wednesday - Friday 10am - 2.30pm. Clients require a Health Care Card and recent receipts.

## *St Vincent De Paul*

9633 5433

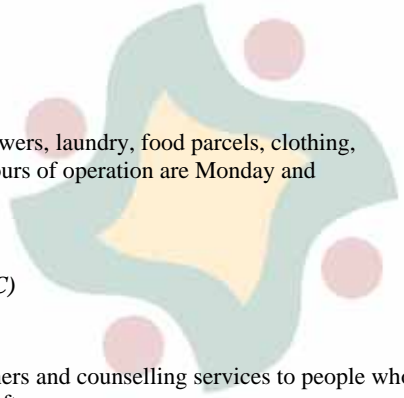
Located in Merrylands, St Vincent De Paul provides vouchers (food, phone, water, and electricity), food parcels, clothes, furniture and budgeting assistance.

The hours of operation are Monday – Friday, 9.30am - 2.30pm.  
Appointments can be made for a home visit.

***Stepping Stone Community***

9636 7400

Located in Pendle Hill, Stepping Stone provides showers, laundry, food parcels, clothing, support, referral, drop-in and a free Internet café. Hours of operation are Monday and Wednesday from 12pm - 3.30pm.



***Granville Multicultural Community Centre (GMCC)***

9637 7600

Located in Granville, GMCC provides energy vouchers and counselling services to people who live in the area. Vouchers are provided on Tuesday afternoons.

***Parramatta Community Services (PCS)***

9635 3139

Located in Parramatta, PCS provides vouchers (food - no food vouchers after 2pm), baby needs, food parcels and blankets. Their hours of operation are Monday - Friday 9.00am-2.30pm. Clients are required to bring in a Centrelink/Health Care Card, bills, receipts and /or Income Statements.

***Salvation Army Parramatta***

9891 4526

Located in Parramatta, the Salvation Army provides vouchers (food, electricity), food parcels and household items. They are open Monday -Thursday, 9am - 2pm and on Fridays 9am - 11.30am.

***Telopea Christian Centre***

9638 7955

Located in Telopea, the Christian Centre provides energy vouchers and counselling to people who live in the area. The service is available Monday, Wednesday and Friday from 1pm - 3pm.

### ***Parramatta Mission***

9891 2277

Located in Parramatta, the Mission provides outreach services through its Meals Plus Community Café. Services include showers, laundry, medical referral, counselling, support and advocacy, Centrelink provides on-site visits and the Homeless Persons Legal Service provides legal assistance. Access to the service is from 8am - 9am for breakfast and 11.30am -1pm for lunch Monday - Friday.

### ***Anglicare Street Outreach***

9687 6571

Located in Parramatta, Anglicare Street Outreach provides assistance to young people aged 12 - 25 years. Assistance includes Woolworths food card, food parcels, clothing, blankets, general assistance/support, and referral for accommodation services. Drop-in is available on Monday, Wednesday and Friday from 10am -11.30am and appointments will be made at other times.

### ***High St Youth Health Service***

9687 2544

Located in Harris Park, High Street Youth Health provides services to young people between 12 - 25 years. Services include breakfast, showers, laundry, General Practitioner Services (GP), counselling, and Drop-in (Tuesday, Thursday and Friday). On Thursday night dinner is provided from 5pm - 6.30pm.



# FREE AND LOW COST MEALS

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## Food services

### *Meals Plus*

9891 2277

Located at 119 Macquarie St, Parramatta Meals Plus operates 5 days per week providing free breakfast and free lunch to case managed clients. Visitors contribute \$2.00 for lunch.

Across Parramatta a network of agencies provide meals to the community. Every day breakfast and lunch is available and dinner is provided 5 nights a week with some dinners provided at the weekend. The table on the following page is maintained by Anglicare Street Outreach and is a useful resource for all agencies who are assisting people who are homeless.



# FREE AND LOW COST MEALS



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
<b>BREAKFAST</b>	8-9am	8-9am	8-9am	8-9am	8-9am	7.30-10am	7.30-9am	
	Meals Plus Parramatta Mission 119 Macquarie St	Meals Plus Parramatta Mission 119 Macquarie St	Meals Plus Parramatta Mission 119 Macquarie St	Meals Plus Parramatta Mission 119 Macquarie St	Meals Plus Parramatta Mission 119 Macquarie St	Parramatta Christian Worship Dr. Kwan Surgery 90 George Street Backyard Car park	Community Assistance Team Smith St Council Car Park	
<b>LUNCH</b>	11.30-1pm	11.30-1pm	11.30-1pm	11.30-1pm	11.30-1pm	6-7pm	12.30-1.30pm	
	Meals Plus \$2.00 Parramatta Mission 119 Macquarie St	Meals Plus \$2.00 Parramatta Mission 119 Macquarie St	Meals Plus \$2.00 Parramatta Mission 119 Macquarie St	Meals Plus \$2.00 Parramatta Mission 119 Macquarie St	Meals Plus \$2.00 Parramatta Mission 119 Macquarie St	Jesus Cares 4U Prince Alfred Park (from 7 June-Monthly)	Stepping Stone and Parra Baptist Barbeque Prince Alfred Park	
<b>DINNER</b>	7.30-8pm	6-7pm	7.30-8.30pm	6-7pm	7.30-8pm	7-8pm	6-8pm (Fortnightly)	5.30-6pm (from 24 May)
	Food From The Heart Prince Alfred Park	Jesus Cares 4U Prince Alfred Park	C.o.c.o.s Smith St Car Park	Stepping Stone Prince Alfred Park	Food From The Heart Prince Alfred Park	Urban Kitchen 15 Hunter St	Parra C.L.C Church St Amphitheatre	Pizza Guy Front of Parramatta Library (Monthly)
	10.15-11.15pm	10.15-11.15pm	10.15-11.15pm	10.15-11.15pm	10.15-11.15pm	10.15-11.15pm	10.15-11.15pm	10.15-11.15pm
	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park	St Vinnie's Van Prince Alfred Park

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