
HOMELESS RESOURCE KIT



*Manly Community Centre
12 Wentworth Street, Manly. 2095
Telephone: 9977 1066 Fax: 9977 6810*



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RATIONALE

HOMELESSNESS IS A COLLECTIVE RESPONSIBILITY.

The Resource Folder for the Homeless has been produced by the Manly Community Centre to offer a range of information to local service providers building service systems effective in assisting homeless and transient people.

OUR OBJECTIVE

It is the Centre's objective to provide a resource card for the homeless and the itinerant and a resource kit with a summary of key contact services for agencies on the Northern Beaches.

OUR VISION

We envisage that the Card and Kit will help the Homeless to:

- *Overcome the stress of dealing with multiple service providers as no one-stop shop exists for them*
- *Feel empowered to seek help for themselves*
- *Improve access to referral agencies based on their needs.*



MEANINGS OF HOMELESSNESS

DEFINITIONS

The most commonly accepted definition of homelessness is Mackenzie and Chamberlain's definition which includes three categories in recognition of the diversity of homelessness.

The definition is based on the premise that concepts of homelessness and housing are culturally bound and that in order to define homelessness it is necessary to identify shared community standards about minimum housing.

PRIMARY HOMELESSNESS

Experienced by people without conventional accommodation (e.g. sleeping rough or in improvised dwellings).

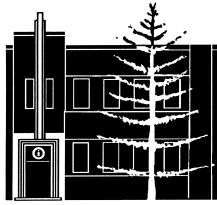
SECONDARY HOMELESSNESS

Experienced by people who frequently move from one temporary shelter to another (e.g. emergency accommodation, youth refuges, "couchsurfing").

TERTIARY HOMELESSNESS

Experienced by people staying in accommodation that falls below minimum community standards (e.g. boarding housing and caravan parks). This definition was adopted by the Commonwealth Advisory Committee on Homelessness in 2001 and is widely used in our sector.





Manly Community Centre Inc.

12 Wentworth Street, Manly NSW 2095
Email: mcc@bigpond.net.au

Tel: 9977 1066
Fax: 9977 6810

CORE SERVICES

- *Community Information*
- *Welfare: Support / Assessment / Referral*
- *Community Hall Hire*

ADDITIONAL SERVICES

- *Loss and Grief*
- *Community Nurse*
- *Domestic Violence*
- *Drop - In*
- *Justice of the Peace*

MULTICULTURAL SERVICES

- *Immigration / Settlement / Personal Advice*
- *Multicultural Association*
- *Tibetan Health*

ACCOMMODATED SERVICES

- *Family /Relationship Counselling*
- *Garrigal Community Housing*
- *Legal Advice (NSW Law Society)*
- *Manly Relationship Counselling*
- *Northern Sydney Home Nursing Service*
- *Taxation Advice*
- *Volunteer Recruitment and Training*
- *Wentworth Thursday Club (Social Group)*

Over 30 years service to the community

EMERGENCY NUMBERS

COUNCILS

Manly After Hours Emergencies Rangers	9976 1500 0418 186 615
Pittwater After Hours Emergency	9970 1111 9970 1111
Warringah After Hours Emergency	9942 2111 9963 1122

HOSPITALS

Dental Hot Line Mona Vale Hospital - Dental Clinic Monday to Friday 8.30am - 4.30pm	1300 798 404 1300 789 404
Royal North Shore Hospital (RNSH) Department of Dentistry Monday to Friday 8.00am - 4.30pm	9926 6105
Manly Hospital & Community Services	9976 9611
Manly Hospital, Mental Health (24hour)	9976 9611
Mona Vale Hospital and Community Services	9998 0333
Rape Crisis Centre (RNSH)	1800 424 017
Royal North Shore Hospital (RNSH)	9926 7111

LAW ENFORCEMENT

Dee Why Police	9971 3399
Manly Police	9977 9499
Police Help Line	13 14 44



EMERGENCY NUMBERS continued

TRANSPORT

Kaddy Transport Free service for People with a Disability Monday to Thursday 9.00am - 1.30pm 3 St. David's Ave, Dee Why	9972 0242
Manly Cabs	9972 5600
Transport Info Line Timetables (Bus, Rail, Ferry)	13 15 00

SUPPORT PHONE LINES

Alcoholics Anonymous (24 hour)	9799 1199
Alcohol & Drug Information Service (24 hour)	9361 8000
Department of Community Services - Help Line	13 21 11
Dept of Housing (DoH) After Hours Emergency Accommodation Line Monday to Friday 4.30 pm - 10.00 pm Saturday and Public Holidays 10.00 am - 10.00 pm	1800 152 152
Domestic Violence Line (24 hour)	1800 65 64 63
G-Line (Gamblers Anonymous)	1800 633 635
Kids Help Line (24 hour)	1800 551 800
LifeLine Counselling Service (24 hour)	13 11 14
Medicines Line Monday to Friday 9.00am - 6.00pm	1300 888 763
NSW Rape Crisis Centre (24 hour)	1800 424 017
NSW Women's Refuges	1800 65 64 63



EMERGENCY NUMBERS continued

Parent Line (24/7)	13 20 55
Salvo Crisis Line / Suicide Prevention (24hour)	9331 2000
Youth Emergency Accommodation Line Monday to Friday 10.30am - 6.00pm	9318 1531



ACCOMMODATION CRISIS

DEPT. OF HOUSING (DoH)

After hours temporary accommodation

1800 152 152

Monday to Friday 4.30 pm - 10.00 pm

Saturday and Public Holidays 10.00 am - 10.00 pm

Homeless Person's Line

9265 9081

ABORIGINAL

CHICKA DIXON HOSTEL

9747 4198

Transient clients
90 Liverpool Road,
Burwood Heights

MAC SILVA CENTRE

9310 1912

Homeless Men
49b Wellington Road,
Waterloo

NGADU HOSTEL

9554 7956

Medical Transients
321 Livingstone Road,
Marrackville

NGURA HOMELESS HOSTEL

9799 8446

Women and Children short term crisis
118 Victoria Street,
Ashfield



ACCOMMODATION CRISIS continued

YOUTH

BURDEKIN ASSOCIATION Youth Support Agency Office hours - Mon to Fri Suite 6 and 7, 2 Victor Road, Brookvale	8976 1777
TALDUMANDE YOUTH SERVICES Youth Refuge Agency Office hours - Mon to Fri Male and Female 14-22 yrs Suite 5, 19 -17 Young St, Neutral Bay	9953 1765
Youth Emergency Accommodation Line	9318 1531

FEMALE

NSW Women's Refuges	1800 65 64 63
DELVINA Women's and Children's Shelter Accommodation DV Service - drug free (methadone ok) Lane Cove	9428 4929
BRINGA Women's Refuge For Domestic Violence only Dee Why	9971 4499
EDWARD EAGAR LODGE Homeless Intoxicated Woman and Men and Women 18+ years 348a Bourke Street, Darlinghurst	9361 0981



ACCOMMODATION CRISIS continued

SAMARITAN HOUSE 9211 5794

No users or intoxicated women
Admission until 9.00 pm
6 O'Laughlan Street,
Surry Hills

CITY WOMEN'S HOSTEL 9360 4881

Accepts emergency DV
108 Flinders Street,
City

WOMEN'S HOUSING COMPANY LTD 9281 1764

3rd Floor,
74-78 Fouveaux Street,
Surry Hills

MALE

ALBION ST LODGE 9211 2833

Proclaimed Place,
Overnight crisis accommodation for substance abusers
66b Albion Street,
Surry Hills

EDWARD EAGAR LODGE 9361 0981

Crisis Accommodated, Homeless/ Intoxicated
Men and Women
348a Bourke Street,
Darlinghurst

FOSTER HOUSE 9212 1065

Provides 24-hour, seven-day crisis and
longer-term accommodation for homeless men,
as well as an Intoxicated Persons Unit and
Detox support for those with alcohol and drug dependence



ACCOMMODATION CRISIS continued

MALE

MATTHEW TALBOT

9357 1533

Crisis accommodation for homeless men over 18yrs
22 Talbot Place,
Woolloomooloo



FREE MEALS

SOUP KITCHEN - SALVATION ARMY

9977 1304

Monday to Friday 10.45am -12.00 noon
59 Pittwater Road,
Manly

ST MATTHEWS CHURCH

9977 6249

Thursday Lunch - 1.00pm
The Corso,
Manly

STREET MISSION

Saturday night - 6.30 pm
Outside Uniting Church,
West Promenade, (opposite Gilbert Park)
Manly

THE STATION

9299 4716

Breakfast and Lunch
Monday to Friday
82 Erskine Street,
Sydney City

WAYSIDE CHAPEL

9358 5582 or 9358 6577

Free Breakfast
Sunday - 8.00am - 9.00 am
29 Hughes Street,
Potts Point



HEALTH

MANLY COMMUNITY CENTRE 9977 1066

Community Nurse
Tuesday 11.00 -1.00pm No appointment
12 Wentworth Street,
Manly

MEDICINES LINE 1300 888 763

Monday to Friday 9.00am - 6.00pm

METHADONE CLINIC 9949 1099

109 Sydney Road,
Manly

NORTHERN SYDNEY 9926 7111

SEXUAL ASSAULT SERVICE (RNSH)

NORTHERN SYDNEY HOME NURSING SERVICE 9976 9888

HACC funded, acute health service
Monday - Friday 8.00am - 4.30pm Manly Hospital

RESPONSIVE USER SERVICES IN HEALTH 9977 2666

(Needle & Syringe Exchange)
Mon - Fri 12 noon - 6.00pm
14 Pittwater Road,
Manly

SEXUAL HEALTH SERVICE (Manly Hospital) 9977 3288

STD Clinic 8 / 18 Whistler Street,
(entrance Market Lane)
Manly

WARRIEWOOD MEDICAL CENTRE (Bulk Billing) 9970 6600

10/3 Vuko Place,
Warriewood

WARRINGAH MEDICAL CENTRE (Bulk Billing) 9938 6666

2 Cross Street,
Brookvale



MENTAL HEALTH

MANLY COMMUNITY CENTRE 9977 1066

Psychiatrist - Bulk Billing
By Appointment only
3rd Thursday of every month
12 Wentworth Street,
Manly

MANLY COMMUNITY CENTRE 9977 1066

Psychologist NO GAP Medicare Cover
By Appointment only
12 Wentworth Street,
Manly

DETOX

CAMPBELL HOUSE / MISSION AUSTRALIA CENTRE 9331 1530

Accommodation men, 18yrs plus
Three months' stay if detoxed through Campbell House
Takes dual diagnosis patients if medicated
19 Denham Street,
Surry Hills

CATHERINE BOOTH HOUSE 9211 7300

Administered by the Salvation Army,
Statewide residential rehabilitation service for women.
Provides a segregated residential service for women.
348 Elizabeth Street,
Surry Hills

CONCORD HOSPITAL 9767 8600

Ward 64
Inpatient Treatment Unit
(Can take Dual Diagnosis) Men and women
24/7 phone assessment

FAIRLIGHT HOUSE 9949 1832

Homeless, alcoholic or drug dependent men
18 + years
Overnight Intoxicated Persons' Unit (IPU)
24 hour support staff
9 Fairlight Street,
Fairlight



HEALTH continued

FOSTER HOUSE (SALVOS) Homeless Men Detox support for alcohol and drug dependence 24/7 crisis and longer-term accommodation Intoxicated Persons Unit 5 -21 Mary Street, Surry Hills	9212 1065
FOUNDATION HOUSE Men only 30 day rehab residence Rozelle Hospital	98103117
GORMAN HOUSE (ST VINCENT de PAUL) Men and Women Non-medicated residential detox unit, assessment and referral. detoxification and attendant issues Corner of Ice and Barcom Avenue, Darlinghurst	9361 8080
HAYMARKET CLINIC Medical & Drop In (D&A) 165 Palmer Street, Surry Hills	9331 1969
HERBERT STREET CLINIC Royal North Shore Hospital Building 8 Herbert Street, St Leonards	9906 7083
MATTHEW TALBOT (ST VINCENT DE PAUL) 24 hrs men 22 Talbot Place, Woolloomooloo	9357 1533
PHOENIX UNIT Manly Hospital Darley Road Manly	9976 9611
THE GLEN For Aboriginal clients, Substance Use Rehabilitation 50 Church Street, Chittaway Point	4388 6360



REHABILITATION

JARRAH HOUSE 9661 6555
Residential treatment facility for women and children.
Provides rehabilitation, detoxification and counseling.

KATHLEEN YORK HOUSE 9660 5818
Offers a residential rehabilitation program for Women
who wish to recover from drug & alcohol addiction and
experience dual disorders.
144a St Johns Rd,
Glebe

MTAR
METHADONE TO ABSTINENCE RESIDENTIAL 9357 6111
Methadone / Bup (Buprenorphine) reduction
Men and Women
Inner City

MSTAR 9567 0644
Methodone / Bup Stabilisation Program
Men and Women
Arncliffe

**(PLEASE NOTE MTAR CENTRES WILL BE MOVING TO
ROZELLE HOSPITAL IN LATE 2008-2009)**

ODYSSEY HOUSE 9281 5144
Provides a range of services including detox,
rehabilitation, counseling and referral services.
When appropriate, dependant children of residents
may also receive accommodation and support to help
minimise the adverse effects of their parent's problems.
1st Floor,
431 Elizabeth St,
Surry Hills

WHOs (We Help Ourselves)
Metro Men's Program 9319 1211
Inner City
New Beginnings Women's Program 9318 2139
Inner City



LEGAL

ADVOCACY

Domestic Violence Advocacy Service

8745 6999

LEGAL ADVICE

Aboriginal Women's Legal Contact Line

9749 7700

Toll - free line

1800 639 784

Staffed by Aboriginal women

10.00am - 12.30pm and

1.30pm - 4.00pm Monday, Tuesday, Thursday, and Friday.

Women's Legal Contact Line does not operate on a Wednesday.

LEGAL SERVICE - HOMELESS PERSON

8898 6545

Free Legal advice for homeless persons

Operates from different services each day. The current locations are:

Monday	10.00am -12noon	The Station Ltd 82 Erskine Street, Sydney
Monday	10.00am -12noon	Wayside Chapel 29 Hughes Street, Potts Point
Tuesday	11.00am - 1.00pm	Matthew Talbot Hostel 22 Talbot Lane, Woolloomooloo
Tuesday	12:30pm - 1:30pm	Norman Andrews House 77 Roscoe Street, Bondi Beach
Wed.	11:30am - 1:30pm	Parramatta Mission 119 Macquarie Street, Parramatta
Wed.	12:30pm - 2.00pm	Streetlevel Mission Derby Lane, (off Albion St) Surry Hills
Thursday	1.00pm - 3.00pm	Edward Eagar Lodge 348a Bourke Street, Darlinghurst
Friday	11.00am - 1.00pm	Women's & Girls' Emergency Centre 361 Riley Street, Surry Hills
Friday	1:30 pm - 2:30pm	Newtown Mission 280A King Street, Newtown



LawAccess NSW

1300 888 529

Phone Service Monday -Friday 9.00am – 5.00pm
Provides legal information, referral and advice

MANLY COMMUNITY CENTRE

9977 1066

Free legal advice
Thursday 6.00pm - 8.00pm **No appointment**
Every third Saturday of the month
10.00 -12noon **No appointment**
12 Wentworth Street,
Manly

MANLY COURT

9934 4500

Information on court procedures, AVOs and
family law orders.
No legal advice
Arrange appointment for phone or
face to face meeting with Chamber Registrar.
4 Belgrave Street,
Manly

NORTHSIDE COMMUNITY CONNECT CENTRE

9931 7777

Free legal advice
Thursday 6.00pm - 8.00pm **No appointment**
30 Howard Avenue,
Dee Why

REDFERN LEGAL CENTRE

9698 7277

Independent, non-profit community centre
dedicated to promoting social justice and human rights.
Free legal advice, referral and casework to
disadvantaged people and groups.
Monday -Thursday 9.00am -1.00pm and 2.00pm - 6.00pm
Friday 9.00am -1.00pm and 2.00pm - 5.00pm
73 Pitt St,
Redfern



WOMEN'S FAMILY LAW SUPPORT SERVICES (WFLSS) 9217 7389
Wednesday and Friday 9.00am -1.00pm
At the Sydney Family Law Registry.

Outside these service hours 9698 9777

Service provides non-legal support, information and referrals for women attending the Sydney Family Law Registry in relation to separation.

For women and children who are separating from a partner who is violent or abusive, but NOT excluding other women accessing the service.

Support workers provide support, information about the court process, referrals, accompanying women to court appointments, help organise legal representation and arranging appropriate court security measures.

WOMEN'S LEGAL RESOURCE CENTRE 9749 5533
Provides a free service for all women in the community, particularly for those who are socially and economically disadvantaged.

LEGAL AID

MANLY LEGAL AID 9977 1479
Monday to Friday
Family Law Advice Clinic - Friday 10.00am - 3.30pm
Appointments necessary
Ground Floor,
39 East Esplanade, (corner Wentworth Street)
Manly



INFORMATION / SUPPORT / MATERIAL AID AGENCIES

ALBION STREET LODGE

9211 2833

Provides food, clothing, information and support
Operates 24 hours, 7 days per week
66b Albion Street,
Surry Hills

LIFELINE

9949 5522

General and Financial Counselling,
Welfare Assistance Monday - Friday 10.00am -1.00pm
310 Sydney Road,
Balgowlah

LINC WARRINGAH

9451 0872

Provides transport, home help, shopping.
Monday and Friday 10.00am - 12.00 noon
Church Services Network Inc. Warringah

LONE PARENTS

9982 5500

Single parent support, financial assistance.
Tuesday -Thursday 9.00am - 4.00pm
36 Howard Ave,
Dee Why

MANLY COMMUNITY CENTRE

9977 1066

DV Service- Support Assistance and Referral
Multicultural Service- registered migration agent,
Drop In Café Bar, Food and Emergency Cash,
Practical Assistance, Support, Assessment & Referral
Monday - Friday 10.00am - 4.00pm
12 Wentworth Street,
Manly

NORTHSIDE WOMEN'S SERVICE

9411 7728

Free and confidential service for women
living on the North Shore
Domestic violence / abusive relationships

PIONEER CLUB HOUSE

9907 9999

Mental Health
Monday to Friday 9.00am - 5.00pm
2 Quirk Road,
Balgowlah



INFORMATION / SUPPORT / MATERIAL AID AGENCIES continued

PREGNANCY HELP

9905 1974

Support and referral
Monday and Thursday 9.30am - 4.30pm
Friday 10.00am - 4.00pm
2 Alfred Road,
Brookvale

ROUGH EDGES COMMUNITY

9360 6844

St. John's Church
Drop In café, referral and practical assistance
Wednesday to Saturday 8.00pm - 11.30pm
Sunday 7.45pm - 9.45pm
Victoria Street, (under the church hall)
Darlinghurst

ST VINCENT DE PAUL

9905 0424

General and Financial Counselling,
Welfare Assistance & Food Parcels
Monday - Friday 9.00am - 5.00pm
Food Parcels **only** available
Saturday and Sunday 9.00am - 4.00pm
638 Pittwater Road,
Brookvale

THE STATION DROP-IN CENTRE

9299 2252

Housing Information, Meals, Lockers,
Showers & Laundry
(Centrelink in on Thursdays)
82 Erskine Street,
Sydney

WOMEN'S AND GIRLS EMERGENCY

9211 1616

Drop In, Financial assistance, Material aid
9.30am - 4.30pm
361 Riley Street,
Surry Hills

YOUTH REACH

9907 2604

Drop In, Support, Living Skills programmes
9.00am - 5.30pm
12 Powells Road,
Brookvale



INFORMATION / HELP LINES

Alcoholics Anonymous (24hour)	9488 9820
Alcohol & Drug Information Service (24hour)	9361 8000
Area Triage Line (D&A) Information, advice, assessment, counselling and referral	1300 88 97 88
Dental Hotline	1300 789 404
Department of Community Services (DoCS) Help Line	13 21 11
Domestic Violence Line (24hour)	1800 65 64 63
G-Line (Gamblers Anonymous)	1800 633 635
Life Line Counselling Service (24hour)	13 11 14
Manly Hospital Mental Health (24hour) Extended hours team	9976 9611
Medicines Line Monday to Friday 9.00am - 6.00pm	1300 888 763
Narcotics Anonymous	9212 3444
NSW Rape Crisis Centre (24hour)	1800 424 017
Northern Sydney Sexual Assault Service (24 hour) RNSH	9926 7111
Salvo Crisis Line	9331 2000
TIS Translation and Interpreting service CALD	13 14 50
Women's Refuges Hotline	1800 65 64 63
Youth Accommodation Line	9698 5833



ACKNOWLEDGEMENTS

The Manly Community Centre would like to acknowledge the support from and financial assistance received in the making of the Resource Kit and Hand Out Card for the Homeless and Transient.

- *Our Homeless People*
- *Manly Council Social Plan Implementation Committee - Local Social Issues Grant*
- *Manly Community Centre Volunteers*
- *John and Jill Bell (Galadriel Consulting)*
- *Humphreys Newsagency*
- *Online Express Printing Pty Ltd*

With thanks

*From the
Staff of the
Manly Community Centre.*

