



2009

Northern Rivers Accommodation & Housing Services



Northern Rivers Social Development Council
Infoxchange Australia

This is a listing of accommodation and housing services which are located in the Northern Rivers region of New South Wales. The information is sourced from the Infoxchange Australia Service Seeker online community directory.

This list has been compiled primarily for the purposes of service mapping and therefore information such as service contact details has been omitted.

If there are any omissions or if details need changing, you are encourage to make changes online by visiting the Service Seeker website: <http://www.serviceseeker.com.au/?state=NSW>

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GRAFTON

Aboriginal Liaison Officer, Grafton Hospital Liaison

Provides liaison between hospital staff and Aboriginal & Torres Strait Islander patients and their families. Information, referral, community visits, home visits, housing services and welfare support are available.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

AVAILABILITY: According to need.

REFERRAL: Self or medical.

Updated: 10/15/2008

Anglicare North Coast, Grafton Clarence Crisis Accommodation Brokerage (SAAP)

Provides community housing, disability housing, crisis accommodation brokerage, immigration resettlement and SPLASH sole parent network.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Clarence Valley Shire.

COST TO CLIENTS: Inquire; fees apply for crisis unit accommodation.

REFERRAL: Self or agency.

Updated: 3/23/2009

Clarence River Women's Refuge & Outreach Services Women's Refuge (SAAP)

Provides twenty-four-hour crisis refuge accommodation for women and children escaping domestic violence.

AVAILABILITY: Sleep-over worker, Wed to Sat.

On-call workers, twenty-four hours a day, seven days a week.

OFFICE HOURS: 8.00am to 6.00pm, Mon to Fri.

CATCHMENT AREA: Clarence Valley.

COST TO CLIENTS: Inquire for small bond fee.

REFERRAL: Self or agency.

Updated: 7/21/2009

Community Programs Youth Accommodation (SAAP)

Provides short to medium-term accommodation for young people 16 to 20 years old who are at risk of homelessness or are homeless. Emphasis is placed on learning practical skills and developing a sense of confidence and independence.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

PRIORITY OF ACCESS: According to need.

ASSESSMENT: Intake & risk assessment at initial interview.

AVAILABILITY: Waiting list applies.

REFERRAL: Self.

Updated: 10/27/2008

Community Programs Mental Health Services

Provides outreach, rehabilitation and accommodation for people with mental health problems.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

SPECIAL REQUIREMENTS: Must be a current client of a community mental health service.

REFERRAL: Self or agency referral.

Updated: 10/27/2008

Community Programs Disability Services

Disability services provide the following programs.

Rural & remote respite, family-based respite, respite options, supported accommodation, rural access service, leisurelink and ageing parent carers support.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

CATCHMENT AREA: Grafton & surrounding areas.

REFERRAL: Self or agency referral.

Updated: 10/27/2008

Department of Housing Government Housing Service

Assistance for low to medium-income earners with temporary and permanent public housing, private market rental, removal expenses, service connection, advance rent, rental arrears and bond.

Service is available for families and singles who have medical, disability or overcrowding problems.

Public Housing

Affordable housing provided for families and singles on low incomes includes the following.

Wait-turn housing: Eligible applicants can submit their name to a housing register. Wait times vary significantly based on location.

Priority housing: Housing assistance for people who are eligible for public housing, have an urgent housing need and are unable to resolve that housing need by themselves or within the private rental market. Applicants may have an urgent need as a result of homelessness, torture or trauma; domestic violence; sexual assault; family separation; severe medical condition; substandard accommodation or a combination of factors. Approved applicants are given priority on the Department's waiting list.

Rentstart

The following rental and housing assistance services are available for families and singles.

Rentstart: Financial assistance provides eligible applicants with three weeks' bond to secure a tenancy in the private rental market.

Rentstart Plus: Financial assistance, assessed on a needs basis, provides eligible applicants with up to four weeks' bond and two weeks' advance rent.

Rentstart Tenancy Assistance: Financial assistance is available to eligible applicants for payment of up to four weeks' rental arrears. Applicants must have been issued with a notice of termination and must be able to demonstrate that they are unsuccessful in trying to negotiate the repayment of the arrears.

Temporary Accommodation Costs: Financial assistance is available to eligible applicants who are homeless and without the financial means to secure temporary accommodation, such as a caravan park or hostel.

The Department does not assist with removal or connection costs. Assistance is available once only in a twelve-month period.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

AVAILABILITY: Inquire.

REFERRAL: Centrelink, self or agency.

Updated: 11/6/2003

Grafton Community Health

Transitional Aged Care

Low-level-care respite transitional accommodation of the elderly awaiting placement in the community or aged care services. Most beds are used for those who have been discharged from hospital.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Clarence Valley.

AVAILABILITY: Inquire.

REFERRAL: Agency or medical.

Updated: 11/3/2008

Grafton Living Skills Centre

Emergency & Hostel Accommodation

Emergency accommodation for adults and young people 18 years and over with mental illness. Hostel accommodation is available for young people, adults and families.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

COST TO CLIENTS: Inquire.

AVAILABILITY: Eight beds in Hostel; three rooms for families.

REFERRAL: Northern Rivers Area Health Service, Richmond Clinic.

Updated: 10/8/2007

Grafton Living Skills Centre

Living Skills Supported Accommodation

Supported accommodation for people with disabilities, providing worker assistance in developing independent living skills.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

COST TO CLIENTS: Inquire.

REFERRAL: Northern Rivers Area Health Service, Richmond Clinic.

Updated: 10/8/2007

Northern NSW Aboriginal Tenants Advice Service

Tenancy Advice Service

Provides tenancy information, advice and referral for indigenous people.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: North & North-west region.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 11/4/2008

Northern NSW Aboriginal Tenants' Advice & Advocacy Service

Tenancy Advocacy Service

Provides tenancy advice and advocacy for Aboriginals.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

CATCHMENT AREA: Tweed to Wyong & west to Gunadeh and Moree.

AVAILABILITY: Inquire.

REFERRAL: Self.

Updated: 12/8/2008

Reconnect, Grafton

Reconnect

A program for children and young people 12 to 18 years old and their families where the young people are becoming disconnected from their families, school and/or work and are at risk of becoming homeless. The preventive early intervention program provides counselling, mediation and practical support to improve relationships, particularly where there is a risk of young people leaving home prematurely without the support of their families.

The program also assists families where young people have recently left home under these circumstances.

OFFICE HOURS: 8.30am to 12.30pm & 1.00pm to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, school, DoCS or Centrelink.

Updated: 3/9/2009

St Joseph's Cowper Home Children's Homes

St Joseph's Cowper Home provides accommodation for children and young people who have been referred by DoCS and are unable to remain with their natural families.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

AVAILABILITY: Inquire.

CATCHMENT AREA: Grafton.

COST TO CLIENTS: Nil.

REFERRAL: Must be referred by DoCS.

Updated: 8/18/2009

Caringa Enterprises

Residential Care

Provides supported accommodation and support for children, young people and adults with intellectual disabilities.

Aged care support services are also available for the elderly with intellectual disabilities.

OFFICE HOURS: 8.30am to 3.00pm, Mon to Fri.

CATCHMENT AREA: Clarence Valley LGA.

COST TO CLIENTS: Funded by DADNC & DoCS.

AVAILABILITY: Selection through placement committee.

REFERRAL: Self via DADHC.

ASSESSMENT: Ongoing to ensure changing needs are met.

Updated: 8/3/2009

SOUTH GRAFTON

Caringa Enterprises

Lifemoves

Assists people with intellectual disabilities to live independently in the community by providing living-skills training for up to nine months.

Lifemoves is a consortium made up of five service providers including Carina Enterprises, Tweed Heads/Ocean Shores Accommodation Network, Ballina District Community Services

Association, Lismore Challenge and Casino/Lismore On Focus.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Subsidised by DADHC.

CATCHMENT AREA: Northern region of NSW, Grafton to Tweed Heads.

AVAILABILITY: Appointments necessary.

REFERRAL: Self or DADHC.

SPECIAL REQUIREMENTS: Available for clients assessed as being capable of achieving independence through the program.

ASSESSMENT: Basic living skills assessment, desire to enter the program an essential criteria.

Updated: 8/3/2009

Clarence Accommodation Support Service (CASS), Karinga Outreach Accommodation Assistance (SAAP)

A case management service for young people and adults 18 years old and over who are homeless or at risk of homelessness to assist them gain and maintain permanent housing.

AVAILABILITY: Mon, Wed & Thur, by appointment.

Alternative case worker phone numbers, 0409 393 966 or 0409 781 945.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Clarence Valley.

COST TO CLIENTS: Inquire.

REFERRAL: Self or agency.

ASSESSMENT: By interview.

SPECIAL REQUIREMENTS: Must be living in the Clarence Valley for 6 weeks or more & willing to accept 3 to 12 months of support.

ASSESSMENT: By interview.

Updated: 2/16/2009

Glenwood Tourist Park Tourist Park

Provides caravan park accommodation for families and singles.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri.

AVAILABILITY: Inquire.

REFERRAL: Self.

Updated: 11/10/2004

Grafton Sunset Caravan Park Caravan Park

Provides caravan park accommodation for families and singles.

OFFICE HOURS: 8.00am to 8.00pm, Mon to Sat.

AVAILABILITY: Inquire.

REFERRAL: Self.

Updated: 11/10/2004

North Coast Community Housing, South Grafton Community Housing

Provides affordable rental accommodation for families and individuals on low to moderate incomes.

There are two main types of community housing: housing associations and church-owned housing.

OFFICE HOURS: 10.00am to 3.00pm, Tue & Thur; Wed, by appointment.

CATCHMENT AREA: Grafton, Maclean, Copmanhurst, Nymboida & Ulmarra LGAs.

Accommodation is available in Grafton, Maclean, Yamba and Iluka.

COST TO CLIENTS: Twenty-five per cent of income.

SPECIAL REQUIREMENTS: Must be on Housing NSW waiting list. Selection is on a needs basis but depends on vacancies & suitability of dwellings.

REFERRAL: Self.

Updated: 1/21/2009

Rathgar House Emergency Accommodation for Men

Provides emergency accommodation for homeless men.

OFFICE HOURS: Twenty-four hours, seven days a week.

COST TO CLIENTS: \$14 a day, includes three meals.

AVAILABILITY: Twenty beds available in two dormitories.

REFERRAL: Self.

Updated: 6/29/2009

Riverside Church, South Grafton

Riverside Care

Provides food hampers and emergency relief for disadvantaged singles and families.

Housing NSW, Centrelink forms and general daily living support services are available.

AVAILABILITY: 10.00am to 3.00pm, Mon, Tue & Fri.

OFFICE HOURS: 9.00am to 5.00pm, seven days a week.

Mobile, 0412 769 588

CATCHMENT AREA: Grafton district.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 6/29/2009

BROOMS HEAD

Brooms Head Caravan Park

Tourist Accommodation

Holiday accommodation is provided in deluxe cabins, caravans and camping sites.

AVAILABILITY: Inquire.

Updated: 2/24/2007

Anglicare North Coast Community Housing Support

Community housing support for people who are homeless.

Support includes financial counselling, disaster recovery and migrant services.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Tweed Heads to Port Macquarie.

COST TO CLIENTS: Nil.

AVAILABILITY: Appointments necessary; application required, waiting list applies.

REFERRAL: Self or referral from other services.

SPECIAL REQUIREMENTS: Client eligibility varies according to funding agreements in different program areas.

Updated: 4/8/2009

MACLEAN

Anglicare North Coast Community Housing, Maclean

Tenancy Guarantee

The program provides assistance for families & individuals to enter or re-enter the private rental market by offering a guarantee of up to \$1000 as assurance to prospective landlords of the client's ability to abide by the conditions of the lease agreement.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

AVAILABILITY: Phone for appointment.

REFERRAL: Self or agency.

ASSESSMENT: By interview.

SPECIAL REQUIREMENTS: Candidates need to demonstrate they have encountered difficulty accessing private rental & that they can meet rental requirements.

Updated: 2/16/2009

Anglicare North Coast Community Housing, Maclean Community Housing

Short-term accommodation in six bedsit apartments is available for low-income individuals.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: According to Office of Community Housing rent policy.

AVAILABILITY: Inquire. Waiting list applies.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS: Residents must be eligible for Department of Housing assistance.

Updated: 2/16/2009

Anglicare North Coast, Maclean Accommodation Assistance (SAAP)

A case management service for young people and adults 18 years old and over who are homeless or at risk of homelessness to assist them gain and maintain permanent accommodation.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

Alternative contact, 0409 393 966.

CATCHMENT AREA: Clarence Valley.

COST TO CLIENTS: Inquire.
 REFERRAL: Self or agency.
 ASSESSMENT: By interview.
 SPECIAL REQUIREMENTS: Must be living in the Clarence Valley for 6 weeks or more & willing to accept 3 to 12 months of support.
Updated: 2/27/2009

Maclean Anglican Church Welfare Services

Provides social welfare services and crisis accommodation.
 AVAILABILITY: Inquire.
Updated: 6/13/2007

Maclean Riverside Caravan Park Holiday Accommodation

Provides holiday accommodation in en suite cabins and caravan sites.
 Some permanent accommodation is also available.
 OFFICE HOURS: 6.00am until late, seven days a week, with after-hours access available.
 COST TO CLIENTS: Inquire.
 REFERRAL: Self.
Updated: 5/30/2007

Nungera Cooperative Society Aboriginal Cooperative

An Aboriginal community-based organisation that assists the Maclean Aboriginal community with housing.
 OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
 COST TO CLIENTS: Inquire.
 REFERRAL: Self.
 AVAILABILITY: Applications required; waiting list applies.
 SPECIAL REQUIREMENTS: Must be members of the cooperative.
Updated: 7/11/2009

Yaegl Aboriginal Land Council Yaegl Land Council

The Land Council represents Aboriginal people and promotes local area development and culture through various community programs.

Long-term housing assistance is available for members of Yaegl.
 OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.
 COST TO CLIENTS: Housing membership; \$5 per person, per annum.
 AVAILABILITY: Waiting list applies for housing assistance.
 REFERRAL: Self.
Updated: 12/15/2008

PALMERS ISLAND

Clarence Coast Resort Holiday Accommodation

Holiday accommodation includes camping sites, caravans and en suite cabins.
 OFFICE HOURS: 7.30am to 5.00pm, seven days a week
 COST TO CLIENTS: Inquire.
 SPECIAL REQUIREMENTS: No pets allowed.
Updated: 11/11/2006

Fishing Haven Caravan Park Tourist Accommodation

Holiday accommodation is provided in cabins, caravans and camping sites.
 There are twenty permanent sites.
 OFFICE HOURS: Twenty-four hours a day, seven days a week, with a telephone answering machine available when the office is unattended.
 COST TO CLIENTS: Inquire.
 AVAILABILITY: Five self-contained cabins, three without shower & toilet; twenty-five powered sites.
 REFERRAL: Self.
Updated: 11/11/2006

YAMBA

Anglicare North Coast Community Housing, Yamba Community Housing

Accommodation in five two-bedroom and seven three-bedroom townhouse units is available for low-income families.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: According to Office of Community Housing rent policy.

AVAILABILITY: Inquire. Waiting list applies.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS: Residents must be eligible for Department of Housing assistance.

Updated: 2/16/2009

Anglicare North Coast Community Housing, Yamba Tenancy Guarantee

The program provides assistance for families and individuals to enter or re-enter the private rental market by offering a guarantee of up to \$1000 as assurance to prospective landlords of the client's ability to abide by the conditions of the lease agreement.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

AVAILABILITY: Phone for appointment.

REFERRAL: Self or agency.

ASSESSMENT: By interview.

SPECIAL REQUIREMENTS: Candidates need to demonstrate they have encountered difficulty accessing private rental & that they can meet rental requirements.

Updated: 2/16/2009

Calypso Caravan Holiday Park Tourist Accommodation

Provides holiday accommodation in cabins and camping sites.

OFFICE HOURS: 7.30am to 6.00pm, seven days a week, with after-hours access available.

COST TO CLIENTS: Inquire.

REFERRAL: Self.

Updated: 5/25/2007

Yamboora Aboriginal Corporation Community Housing

Provides long-term community housing for Aboriginal families and singles.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

AVAILABILITY: Long waiting list applies. Priority is given to low-income earners and those with health problems.

REFERRAL: Self.

SPECIAL REQUIREMENTS: By application only.

Updated: 6/13/2007

CASINO

Buyinbin Aboriginal Corporation Housing & Welfare

Provides low-cost rental housing for Aboriginal families and singles.

OFFICE HOURS: 8.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Richmond Valley area.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 12/9/2008

Casino Boolangle Local Aboriginal Land Council

Provides information, support, advocacy and referral for indigenous people. Housing, cultural and heritage awareness raising and enterprise and employment opportunities are provided.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Casino & surrounding area.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 12/15/2008

Casino Neighbourhood Centre Northern Region Young Women's Accommodation Project (SAAP)

Provides emergency accommodation for up to twelve months for young pregnant women 13 to 25 years old and single mothers with children under 5 years old.

Assistance is also provided with independent living skills, finding permanent housing, transport, parenting education, budgeting, pregnancy support and legal problems.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

COST TO CLIENTS: Rent, twenty-five per cent of income.

REFERRAL: Community agency.

Updated: 5/28/2008

Ngunya Jarjum Aboriginal Child & Family Network

Respite & Crisis Care

Provides short-term, medium-term & long-term respite and crisis foster care accommodation for indigenous infants, children and young people.

Training of foster carers is provided.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

CATCHMENT AREA: Tweed to Grafton.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Updated: 8/15/2007

Northern Region Young Women's Accommodation Project Supported Accommodation (SAAP)

Medium-term support and accommodation for young women 13 to 25 years old who are pregnant or have children under 5 years old and are homeless or at risk of homelessness.

Outreach services are also available.

OFFICE HOURS: 8.00am to 4.30pm, Tue to Fri.

COST TO CLIENTS: Inquire.

REFERRAL: Self or agency.

Updated: 4/3/2009

On-Focus, LINCS, Casino Accommodation Support Service

The Accommodation Support Service helps adults over 18 years old with intellectual disabilities remain living independently in their own housing.

Outreach drop-in accommodation support is available for people with low support needs.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Casino, Lismore, Kyogle, Byron Bay, Ballina & Evans Head.

REFERRAL: Agency referral only.

Updated: 12/18/2007

Reconnect, Casino

Reconnect

A program for children and young people 12 to 18 years old and their families where the young people are becoming disconnected from their families, school and/or work and are at risk of becoming homeless. The preventive early intervention program provides counselling,

mediation and practical support to improve relationships, particularly where there is a risk of young people leaving home prematurely without the support of their families.

The program also assists families where young people have recently left home under these circumstances.

OFFICE HOURS: 10.00am to 12noon & 12.30pm to 4.30pm, Mon, Tue & Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, school, DoCS or Centrelink.

Updated: 3/9/2009

CORAKI

Kurrachee Cooperative Society Support Services

Aboriginal support services provide assistance with gaining employment, training and housing.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

AVAILABILITY: Waiting list applies.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Updated: 1/28/2009

WOODBURN

Poppy Cottage Respite Accommodation

Poppy Cottage provides respite accommodation for people with physical disabilities. The Cottage is wheelchair accessible and is staffed by health-care workers with a registered nurse available 24 hours a day.

AVAILABILITY: Inquire.

A comprehensive library and activities are provided with the beach close by with wheelchair access. All meals, laundry and services are included.

CATCHMENT AREA: State-wide.

REFERRAL: Self.

Updated: 6/9/2006

EVANS HEAD

Mid Richmond Neighbourhood Centre (MRNC)

Information, Advocacy & Referral

Information, advocacy and referral for housing and employment services in the local community.

Assistance is provided with resumes & job applications, job network vacancies and qualified taxation help.

OFFICE HOURS: 9.00am to 3.30pm, Mon to Thur; 9.00am to 12noon, Fri; a telephone answering machine is available when the office is unattended.

Mobile, 0403 190 752

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 12/19/2007

KYOGLE

Kyogle Family Support Service Community Information & Referral

An information and referral bureau for all services in the local community: health, housing, law, finance, education, employment and recreation.

OFFICE HOURS: 9.00am to 3.00pm, Mon, Tue & Thur.

CATCHMENT AREA: Kyogle Shire.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 12/23/2008

Kyogle Youth Action Information & Referral

Information and referral for children & young people for all services in the local community: health & family planning, housing, law, finance, education, employment and recreation.

OFFICE HOURS: 1.00pm to 5.00pm, Mon to Thur; 1.00pm to 10.00pm, Fri; a telephone answering machine is available when the office is unattended.

CATCHMENT AREA: Kyogle & district.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 4/22/2009

ALSTONVILLE

House With No Steps, Northern NSW

Supported Accommodation

Provides supported accommodation for people with disabilities.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Mid-north & far-north coast of NSW.

COST TO CLIENTS: Inquire.

REFERRAL: Self.

Updated: 3/18/2009

Youth Care UPA

Respite & Short-Term Foster Care

Provides out-of-home accommodation and care with authorised foster parents for children and young people 5 to 18 years old.

After-hours contact is available in emergencies.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: Twenty-four hours, seven days a week.

Emergency mobile, 0414 285 562

REFERRALS: Referral through Department of Community Services.

Updated: 8/10/2009

WOLLONGBAR

United Protestant Association of NSW (UPA), Wollongbar

Foster Care

Provides foster care accommodation for children and young people 12 years old and over.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Alstonville, Ballina, Casino & Lismore.

REFERRAL: Self, medical or agency.

Updated: 6/15/2009

BALLINA

Ballina & District Community Services Association (BDCSA) Regional Accommodation Brokerage (SAAP)

Provides assistance with crisis housing for young people 16 years old and over, adults and families who are homeless or at risk of being homeless.

LOCATIONS: Outreach to Evans Head, Casino, Kyogle, Lismore, Nimbin & Mullumbimby.

OFFICE HOURS: 8.30am to 4.22pm, Mon to Fri.

AVAILABILITY: Inquire; appointments preferred.

REFERRAL: Centrelink.

Updated: 2/8/2007

Ballina Catholic Church Mercy Centre

A respite centre located in Wardell provides respite accommodation for male and female youth in crisis. Students live in from Monday to Friday.

Contact is through St Francis Xavier Catholic Church, Ballina.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri, with a telephone answering machine available twenty-four hours a day.

COST TO CLIENTS: Inquire.

REFERRAL: Self.

Updated: 6/16/2006

Ballina Information & Referral Centre

Community Information & Referral

An information and referral bureau for all services in the local community: health, housing, employment and recreation.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

CATCHMENT AREA: Ballina area.

REFERRAL: Self.

Updated: 5/7/2009

Ballina Salvation Army Community Services Centre Family Store & Welfare

Sells second-hand items of clothing, furniture, household goods and books to provide assistance to the disadvantaged and needy. Material aid in the form of food and accommodation may be provided in emergencies

LOCATION: 1 Centre Arcade Street, Ballina.

OFFICE HOURS:

Family Store: 10.00am to 4.00pm, Mon to Fri; 10.00am to 12noon, Sat.

Welfare: 10.00am to 1.00pm, Mon; 12noon to 2.00pm, Wed & Fri.

REFERRAL: Self.

Updated: 3/3/2008

Biala Support Services Melaleuca Respite House

Melaleuca Respite House provides brokerage-funded respite accommodation and support services for young people and adults with disabilities.

Melaleuca is available for use by other registered support services and accommodates clients who have intellectual and/or physical disabilities.

The House provides three bedrooms with five beds and two sleeping areas with double sofa beds for support staff.

LOCATION: Melaleuca House, 8 Melaleuca Place, East Ballina.

OFFICE HOURS: 9.00am to 3.00pm, Mon to Fri.

CATCHMENT AREA: Far North Coast of New South Wales.

COST TO CLIENTS: \$4, accommodation per night; \$35, for day use. Nil for support staff.

AVAILABILITY: Appointments necessary. Applications required.

REFERRAL: By telephone, S2S or CIARR.

SPECIAL REQUIREMENTS: Melaleuca House provides wheelchair access, disabled bathroom facilities, hoist, hospital bed and undercover outdoor entertainment area with wheelchair access.

ASSESSMENT: Client use of the house must be with a registered agency and support staff. Clients must have disabilities.

Updated: 6/15/2009

Hope Haven Safe House

Safe House

Provides emergency accommodation for women and children escaping domestic violence. Bed capacity is 4 women and 7 children. The house is secure and service personnel are present daily. Clients supply their own food.

After-hours access is available.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

AVAILABILITY: Twenty-four-hour mobile telephone available.

COST TO CLIENTS: Inquire.

REFERRAL: Police, hospital or agency.

Updated: 11/12/2008

On Track Community Programs, Ballina

Supported Accommodation

Provides medium to long-term accommodation for people who are affected by a serious mental illness.

An outreach service is also provided for about twenty clients.

Support with independent living skills is provided for clients living in their own homes.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Ballina.

COST TO CLIENTS: Rent is calculated at twenty-five per cent of income.

REFERRAL: Ballina Community Mental Health Team.

Updated: 12/8/2008

Sheraton House

Hostel Accommodation

Provides hostel accommodation for homeless indigenous men.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Dependent on income.

REFERRAL: Self.

Updated: 5/20/2009

LISMORE

Women Up North Housing Supported Accommodation (SAAP)

Provides safe, affordable supported accommodation available for 3 to 12 months for women and their children who have experienced domestic violence. Support is available to help families overcome the impact of abuse and to achieve positive outcomes in their lives. Support is provided weekly to fortnightly and may be through home visits, by telephone or at the office in the form of individual or group work, advocacy, referral or practical support such as transport to appointments.

There are a total of 18 houses situated in Lismore, Ballina, Casino and Nimbin. The service is funded to support Aboriginal women and their children and fifty per cent of the houses must accommodate indigenous families. OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri; closed 9.00am to 12.30pm, alternate Thursdays for staff meetings.

COST TO CLIENTS: Rent, twenty-five per cent of income.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS:

Must have experienced domestic violence & be willing to receive support to overcome its effects.

Partner must not be still living or involved with client.

If clients are escaping domestic violence and in immediate crisis, they will be referred to a crisis refuge.

Clients who have a recent history of assault, abuse or violence or who are suffering mental illness and not taking medication will not be accepted into the service.

Updated: 12/1/2008

Bugalma Bihyn Lismore Aboriginal Women & Children's Refuge Crisis Accommodation

Crisis accommodation, with twenty-four-hour access, for Aboriginal women and their children

12 months to 15 years old experiencing domestic violence.

AVAILABILITY: Twenty-four hours, seven days a week, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Lismore, but referrals are accepted from outside the area.

COST TO CLIENTS: \$90 per week; \$15 per week for children.

REFERRAL: Self or agency.

Updated: 11/18/2008

Bundjalung Tribal Society Aboriginal Housing & Welfare

Provides long-term rental accommodation and emergency relief for electricity and food for confirmed Aboriginal and Torres Strait Islander families and singles in the Lismore area.

The Society also manages Namatjira.

OFFICE HOURS: 9.90am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Inquire.

REFERRAL: Government or community agency.

Updated: 2/27/2009

Community Connections North Coast, Lismore Short-Term Youth Accommodation Program (SAAP)

In conjunction with the Department of Community Services (DoCS), Community Connections provides brokerage services for short-term accommodation for young people 16 to 21 years old who are homeless or at risk of homelessness.

Services include advocacy, support, referral, independent living skills, education, transport, material aid in the form of food and counselling. After-hours emergency contact is available.

AVAILABILITY: Intake, 1.30pm to 4.30pm, Mon to Fri.

OFFICE HOURS: 9.00am to 5.00pm, Mon, Wed, Thur & Fri; 1.00pm to 5.00pm, Tue.

COST TO CLIENTS: Nil.

REFERRAL: Self, DoCS or Centrelink.

Updated: 5/21/2009

Community Connections North Coast, Lismore

Lily's Program: Medium-Term Youth Accommodation (SAAP)

In conjunction with the Department of Community Services (DoCS), Community Connections provides brokerage services for medium-term accommodation for adolescents 16 to 21 years old who are homeless or at risk of homelessness in the Nimbin and Lismore areas.

Services include advocacy, support, referral, independent living skills, education, transport, material aid in the form of food and counselling. After-hours emergency contact is available.

AVAILABILITY: Intake, 1.30pm to 4.30pm, Mon to Fri.

OFFICE HOURS: 9.00am to 5.00pm, Mon, Wed, Thur & Fri; 1.00pm to 5.00pm, Tue.

COST TO CLIENTS: Nil.

REFERRAL: Self, DoCS or Centrelink.

Updated: 5/21/2009

Department of Ageing, Disability & Home Care (DADHC), Northern Regional Office

The Regional Office of the Department of Ageing, Disability & Home Care (DADHC) is responsible for the provision of ageing, disability and home care services in the Northern Region.

DADHC provides respite care; supported housing services for children, young people & adults; intervention services for infants & young children with developmental delay; support for people with intellectual disabilities in the development of independent living skills; and non-medical personal care, domestic care, live-in care, live-in emergency housekeeping and essential shopping for the frail aged, younger people with disabilities and carers.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Head Office: (02) 8270 2000

TTY: (02) 8270 2167

CATCHMENT AREA: Northern Region.

Updated: 5/6/2009

Department of Housing Public Rental Accommodation

Public rental accommodation in government owned properties, with priority given to families on low incomes.

A long waiting list applies.

OFFICE HOURS: 8.30am to 4.30pm, Mon, Tue, Thur & Fri; 1.00pm to 4.00pm, Wed.

AVAILABILITY: Long-term.

COST TO CLIENTS: Twenty-three per cent of assessable income for existing tenants and twenty-five per cent for new tenants.

REFERRAL: Self.

ASSESSMENT: By application.

SPECIAL REQUIREMENTS: Proof of income.

Updated: 10/15/2003

Government Housing Service

Assistance for low to medium-income earners with temporary and permanent public housing, private market rental, removal expenses, service connection, advance rent, rental arrears and bond. Available for residents of NSW who have medical, disability or overcrowding problems.

OFFICE HOURS: 8.30am to 4.30pm, Mon, Tue, Thur & Fri; 1.00pm to 4.00pm, Wed.

AVAILABILITY: Inquire.

SPECIAL REQUIREMENTS: Proof of income.

REFERRAL: Self.

Updated: 10/15/2003

Rentstart

The following rental and housing assistance services are available.

Rentstart: Financial assistance provides eligible applicants with three weeks' bond to secure a tenancy in the private rental market.

Rentstart Plus: Financial assistance, assessed on a needs basis, provides eligible applicants with up to four weeks' bond and two weeks' advance rent.

Rentstart Tenancy Assistance: Financial assistance is available to eligible applicants for payment of up to four weeks' rental arrears. Applicants must have been issued with a notice of termination and must be able to demonstrate that they are unsuccessful in

trying to negotiate the repayment of the arrears.

Temporary Accommodation Costs: Financial assistance is available to eligible applicants who are homeless and without the financial means to secure temporary housing, such as a caravan park or hostel.

The Department does not assist with removal or connection costs. Assistance is available once only in a twelve-month period.

OFFICE HOURS: 8.30am to 4.30pm, Mon, Tue, Thur & Fri; 1.00pm to 4.00pm, Wed.

SPECIAL REQUIREMENTS: Identification, proof of income & bank statement are needed. Written proof of secured accommodation is also required.

REFERRAL: Self.

Updated: 10/15/2003

Helping Hands Indigenous Housing Support Services

Provides up to 12 months of case management services for indigenous families and individuals in the Northern Rivers region who are homeless, at risk of homelessness or who have had difficulty maintaining stable tenancies.

AVAILABILITY: After-hours contact, 4.00pm to 10.00pm, Mon to Fri; 10.00am to 10.00pm, weekends.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Lismore & Casino Shires.

COST TO CLIENTS: Nil for service.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS: Must agree to case management to be eligible.

Updated: 6/9/2009

Lismore Base Hospital Aboriginal Liaison Officer

Provides liaison between hospital staff and Aboriginal & Torres Strait Islander patients. Information, referral, housing services and welfare support are available.

OFFICE HOURS: 8.00am to 8.00pm, Mon to Fri; 8.00am to 6.00pm, weekends & public holidays.

COST TO CLIENTS: Nil.

REFERRAL: Self or medical.

Updated: 8/24/2009

Lismore Women's & Children's Refuge

Women's & Children's Refuge

Provides refuge accommodation for women and children up to 15 years old escaping family violence.

Two connected houses provide accommodation for four families and two single women.

Services include support in finding future housing and assistance with AVOs and other legal problems.

AVAILABILITY: Twenty-four hours, seven days a week.

OFFICE HOURS: 8.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Weekly negotiable charge of \$90 per adult & \$15 per child.

REFERRAL: Self.

SPECIAL REQUIREMENTS: Must make telephone contact before being accepted.

Updated: 10/24/2008

Mission Australia HASI 2 North Coast, Lismore HASI 2 Program

A housing support service that assists homeless men, women and families with mental illness maintain secure and appropriate housing.

The service includes holistic case management.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: North Coast.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Updated: 6/23/2009

Multitask Human Resource Foundation, Client Services Supported Accommodation

Provides supported accommodation for people with disabilities.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

CATCHMENT AREA: Northern Rivers region.

COST TO CLIENTS: Inquire.

REFERRAL: Self or agency.

Updated: 3/18/2009

**New Horizons Enterprises,
Northern Rivers
Housing & Accommodation Support Initiative
Stage 3A (HASI 3A)**

Provides high-level support for young people and adults 16 to 65 years old with mental illness living in public housing.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: Applications required.

REFERRAL: Health care agency referral.

Updated: 3/24/2009

**New Horizons Enterprises,
Northern Rivers
Acquired Brain Injury Program**

Provides housing support advocacy, information, referral and assistance with development of daily-living skills for young people and adults 16 to 65 years old with acquired brain injury.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

REFERRAL: DADHC.

COST TO CLIENTS: Nil.

Updated: 3/24/2009

**New Horizons Enterprises,
Northern Rivers
Housing & Accommodation Support Initiative
Stage 4B (HASI 4B)**

Low to medium support in their own homes, family homes or shared housing for young people and adults who are 16 to 65 years old and diagnosed with mental illness.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, medical or agency.

Updated: 3/24/2009

**New Horizons Enterprises,
Northern Rivers
Indigenous Family Support Program**

Provides education and support to enable young and adult indigenous people 16 to 65 years old with mental illness to remain in their own communities and family housing.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Community health referral.

Updated: 3/24/2009

**New Horizons Enterprises,
Northern Rivers
Personal Helpers & Mentors (PHaMS)**

Provides in-home training in independent living and social skills for people who have mental illness and are living in their own housing.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, medical practitioner or agency.

Updated: 3/24/2009

**Ngulingah Local Aboriginal Land
Council
Aboriginal Land Council**

The Land Council is a legally constituted body that acquires and administers land through the NSW Aboriginal Land Rights Act for the betterment of Aboriginal people.

The Council also acts as an information and access centre providing equity of access to services for Aboriginal people of the Richmond Valley.

The Council also provides housing, cultural & heritage advisory services and liaison with government and non-government organisations.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 1/23/2009

**North Coast Area Health Service
Mental Health**

Mental health services include psychiatric assessment, adult extended care services case management, youth and family services, extended hours and crisis management service, aboriginal liaison services, vocational and disability rehabilitation services, accommodation services and anxiety management.

The Mental Health Access Line is available twenty-four hours, seven days a week.

LOCATION: 72 Hunter Street, Lismore.

AVAILABILITY: Twenty-four hours, seven days a week.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Far North Coast.

REFERRAL: Self, medical or community agency.

Updated: 2/28/2009

North Coast Community Housing, Lismore

Community Housing

Provides affordable rental accommodation for families and individuals on low to moderate incomes.

There are two main types of community housing: housing associations and church-owned housing.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Casino, Kyogle, Byron Bay, Ballina & Lennox Head.

COST TO CLIENTS: Inquire.

REFERRAL: Self or agency.

ASSESSMENT: Applications required.

SPECIAL REQUIREMENTS: Applicants must be on the Housing NSW waiting list and must be able to live independently.

Updated: 1/23/2009

Northern Rivers Social Development Council (NRSDC) Reconnect

Head office of the Reconnect service operating across the Northern Rivers.

A program for children and young people 12 to 18 years old and their families where the young people are becoming disconnected from their families, school and/or work and are at risk of becoming homeless. It is a preventive early intervention program which seeks to improve relationships particularly where there is a risk of young people leaving home prematurely without the support of their families. It also assists families where young people have recently left home under these circumstances.

LOCATIONS: Case Workers are located in Lismore, Byron Bay, Casino, Grafton & Tweed.

Lismore Worker: (02) 6622 8344 or 0417 026 585

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

AVAILABILITY: Inquire.

REFERRAL: Self, school, DoCS, Centrelink

Updated: 7/12/2008

Northern Rivers Tenants' Advice & Advocacy Service

Tenant Advice & Advocacy

Provides free telephone advice and advocacy for all tenants including private, public and caravan park tenants.

Advocacy and assistance for appearances at the Consumer, Trader & Tenancy Tribunal is also available on a priority needs basis.

AVAILABILITY: Advice line: 9.00am to 2.00pm, Mon, Tue & Wed; 12noon to 3.00pm & 5.00pm to 8.00pm, Thur.

CATCHMENT AREA: Tweed to Grafton.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 10/25/2007

On Track Community Programs, Lismore

Mandara House Residential Respite

Provides residential respite accommodation for up to 3 months for people 18 to 65 years old who have a diagnosed mental illness and have been in contact with a local mental health service and have ties to the local area.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Mobile, 0421 645 335

Reception, (02) 6622 0309

COST TO CLIENTS: Inquire.

REFERRAL: Self, in person or by telephone.

EXCLUSIONS: Primary diagnosis of drug or alcohol abuse; suicidal tendencies; acute psychosis; developmental disability; history of violence.

Updated: 1/28/2009

On Track Community Programs, Lismore

Mandara House Residential Rehabilitation

Provides short to long-term accommodation and rehabilitation for people with mental illness.

LOCATION: 154 Ballina Road, Lismore.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Mobile, 0421 645 335

Reception, (02) 6622 0309

COST TO CLIENTS: Inquire.

AVAILABILITY: Twenty-four hours, seven days a week; appointments necessary.

REFERRAL: Self, medical or agency

Updated: 1/28/2009

On Track Community Programs, Lismore

Independent Housing in the Community

Provides supported, medium to long-term accommodation for people with mental health problems.

Security of tenancy, support, independent-living-skills training and regular visits are provided by staff in liaison with Lismore Community Mental Health Service.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Rent is calculated at twenty-five per cent of income.

AVAILABILITY: Applications required; applicants are screened in conjunction with Lismore Community Mental Health Service.

Updated: 1/28/2009

On Track Mental Health Refuge

Refuge Accommodation

Provides emergency supported accommodation for people who have mental illness and are homeless or at risk of homelessness.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Inquire.

REFERRAL: Self, family, friend or agency.

ASSESSMENT: Applicants are assessed by refuge staff or mental health team.

Updated: 1/28/2009

Shared Vision Aboriginal Corporation

Community Support

Assists Aboriginal people with employment, legal problems and in the purchase & leasing of affordable housing.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Richmond Valley.

REFERRAL: Self.

Contact can be made on field visits by the field team or through community meetings.

Updated: 11/27/2007

Women Up North Housing, Lismore

Supported Accommodation (SAAP)

Provides safe, affordable supported accommodation for 3 to 12 months for women and their children who have experienced domestic violence or sexual assault.

Support is available to help families overcome the impact of abuse and to achieve positive outcomes in their lives. Support is provided weekly to fortnightly and may be through home visits, by telephone or at the office in the form of individual or group work, advocacy, referral or practical support such as transport to appointments.

There are a total of 18 houses situated in Lismore, Ballina, Casino, Goonellabah and Nimbin.

The service is funded to support Aboriginal women and their children and fifty per cent of the houses must accommodate indigenous families.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri

COST TO CLIENTS: Nil for support; twenty-five per cent of income for accommodation.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS:

Must have experienced domestic violence or sexual assault & be willing to receive support to overcome its effects.

Partner must not be still living or involved with client.

If clients are escaping domestic violence and in immediate crisis, they will be referred to a crisis refuge.

Clients who have a recent history of assault, abuse or violence or who are suffering mental illness and not taking medication will not be accepted into the service.

Updated: 12/1/2008

Yabur Yulgun Aboriginal Corporation

Aboriginal Corporation

Provides information, housing, health services, women's business, men's business, employment and education for Aboriginal people.

The Corporation also works to protect and promote Aboriginal & Torres Strait Islander culture and heritage.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

CATCHMENT: Yabur Yulgun indigenous community.

REFERRAL: Self.

Updated: 5/21/2009

NIMBIN

Community Connections North Coast

Supported Accommodation (SAAP)

Provides medium-term supported accommodation for young people 16 to 18 years old who are at risk of, or experiencing, homelessness.

OFFICE HOURS: 9.00am to 5.00pm, Mon & Thur.

COST TO CLIENTS: Inquire.

REFERRAL: Self, DoCS or agency.

Updated: 5/21/2009

Nimbin Community Centre Information & Referral

An information and referral bureau for all services in the local community: health, housing, law, finance, education, employment and recreation.

OFFICE HOURS: 9.00am to 12noon & 12.30pm to 5.00pm, Mon to Thur.

CATCHMENT AREA: Lismore, Kyogle & Tweed area.

AVAILABILITY: Inquire.

REFERRAL: Self.

Updated: 12/22/2007

BYRON BAY

Byron Bay Youth House

Case-Managed Housing Options (SAAP)

Crisis accommodation with 5 beds and medium-term accommodation consisting of three two-bedroom properties are available for former residents of the Youth House where a need for longer-term accommodation is identified.

Youth House workers provide case-management support.

OFFICE HOURS: 8.30am to 7.00pm, Mon to Sat; 1.00pm to 7.00pm, Sun.

CATCHMENT AREA: Grafton; Tweed.

COST TO CLIENTS: \$70 per week full board.

REFERRAL: Byron Bay Youth House.

AVAILABILITY: Twenty-four hour supervision; appointments necessary; applications required; waiting list applies occasionally.

Updated: 12/19/2008

Byron Bay Youth House

Youth Crisis Accommodation (SAAP)

Supported crisis and short-term accommodation for young people 16 to 24 years old, providing case-management support and assistance in developing independent living skills. Accommodation is available for homeless young people and those at risk of homelessness.

Five crisis beds are available.

OFFICE HOURS: 8.30am to 7.00pm, Mon to Sat; 1.00pm to 7.00pm, Sun.

COST TO CLIENTS: \$70 per week; payment schemes can be arranged if awaiting Centrelink payment.

AVAILABILITY: Twenty-four hour supervision; appointments necessary; applications required; waiting list applies occasionally.

REFERRAL: Self or agency.

ASSESSMENT: Interview.

Updated: 12/19/2008

Byron Community & Cultural Centre

Community Information & Referral

An information and referral bureau for all services in the local community: health, housing, law, finance, education, employment and recreation.

The Centre participates in the Regional Database Program and produces a hard-copy information directory.

OFFICE HOURS: 10.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Byron Shire.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 3/2/2009

Byron Emergency Accommodation Project (BEAP)

Accommodation Refuge (SAAP)

A short-term generalist refuge targeting homeless families with children and homeless men and women 18 years old and over. Support plans are developed to address the underlying problems causing homelessness.

OFFICE HOURS: 9.00am to 6.00pm, Mon to Fri; 8.30am to 12.30pm & 6.30pm to 8.30am the next day, Sat & Sun.

COST TO CLIENTS: \$16 per night; \$8 for children 5 to 16 years old; children under 5 years of age free of charge.

AVAILABILITY: Twenty-four hours, seven days a week.

Appointments necessary; applications required; waiting list applies.

CATCHMENT AREA: Queensland border to Coffs Harbour.

REFERRAL: Self or agency.

SPECIAL REQUIREMENTS: Must be drug & alcohol free; no post-detoxification clients.

ASSESSMENT: Required.

Updated: 8/18/2009

Byron Emergency Accommodation Project (BEAP)

Housing Support Program

Provides supported accommodation for homeless people within the 66 area code. BEAP accommodates single men & women and dual

& single parent families in a share-house setting.

The service provides semi-supported accommodation including one house for people in early recovery from addiction, two houses for women & children fleeing domestic violence and a house for young people over 16 years old. Assistance is provided to develop accommodation options for independent living. Referrals are made for rental housing, case management, advocacy and support to address lifestyle changes.

AVAILABILITY: 9.00am to 4.00pm, Mon to Thur; appointments necessary; waiting list applies.

OFFICE HOURS: 8.30am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Australia.

COST TO CLIENTS: Department of Housing formula for housing rent.

REFERRAL: Self or community service agency.

SPECIAL REQUIREMENTS: Clients must be drug & alcohol free and genuinely homeless. The houses are drug free, with strict guidelines concerning behaviour.

Updated: 8/18/2009

Reconnect, Byron Bay & Ballina Reconnect

A program for children and young people 12 to 18 years old and their families where the young people are becoming disconnected from their families, school and/or work and are at risk of becoming homeless. The preventive early intervention program provides counselling, mediation and practical support to improve relationships, particularly where there is a risk of young people leaving home prematurely without the support of their families.

The program also assists families where young people have recently left home under these circumstances.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, school, DoCS or Centrelink.

Updated: 3/4/2009

MULLUMBIMBY

Mullumbimby & District Neighbourhood Centre Emergency Relief

Provides emergency relief for families and singles in need. Aid includes food, petrol, electricity, Telstra vouchers and some pharmaceuticals.

Housing brokerage and assistance with rental arrears are also provided.

AVAILABILITY: 11.00am to 2.00pm, Mon to Thur. Appointments not necessary.

OFFICE HOURS: 10.00am to 4.00pm, Mon to Thur.

COST TO CLIENTS: Nil.

REFERRAL: Self.

SPECIAL REQUIREMENTS: Bank statement or ATM slip & proof from Centrelink of date of next payment.

ASSESSMENT: By interview.

Updated: 2/20/2008

Mullumbimby & District Neighbourhood Centre Community Information & Referral

An information and referral bureau for all services in the local community: health, housing, law, finance, education, employment and recreation.

OFFICE HOURS: 10.00am to 4.00pm, Mon to Thur.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 2/20/2008

On Track Community Programs, Mental Health Services, Mullumbimby Mental Health Accommodation

Provides supported accommodation for young people and adults 18 to 65 years old with psychiatric disabilities. Services include counselling, rehabilitation and self-help groups.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Thur.

COST TO CLIENTS: Inquire.

AVAILABILITY: Waiting list applies.
REFERRAL: Self or mental health agency.
ASSESSMENT: Assessment by mental health team.
Updated: 5/11/2009

**On Track Community Projects
Supported Accommodation for People with
Mental Illness**

Residential services provide flexible support according to individual needs through a range of supported accommodation options for people living with mental illness.

Services include a hostel with 24-hour staffing, supported shared housing, one-bedroom units, respite care, Aboriginal & Torres Strait Islander mental health housing at Bugalwena and family housing.

Security of tenure in safe and maintained housing with in-house rehabilitation is also available.

AVAILABILITY: 8.30am to 4.30pm, Mon to Fri, by appointment.

OFFICE HOURS: 8.30am to 5.30pm, Mon to Thur.

Mobile: 0438 249 732

AVAILABILITY: Waiting list applies.

REFERRAL: Self or agency.

Updated: 12/19/2008

NEW BRIGHTON

**Jarjum Gangalehla Aboriginal
Corporation
Aboriginal Corporation**

Provides information, housing, health services, women's business, men's business, employment and education for Aboriginal people.

The Corporation also works to protect and promote Aboriginal & Torres Strait Islander culture and heritage.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 8/13/2008

OCEAN SHORES

**Abundant Life Fellowship
Emergency Accommodation**

Provides emergency accommodation for young people, singles and families.

AVAILABILITY: Inquire.

Updated: 10/8/2007

MURWILLUMBAH

Murwillumbah Community Centre Information & Referral Service

An information and referral service for all services in the local community: health, housing, law, finance, education, employment and recreation.

OFFICE HOURS: 9.30am to 3.00pm, Mon to Thur.

CATCHMENT AREA: Murwillumbah & surrounding districts.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 5/22/2009

Murwillumbah Community Centre Homeless People's Personal Support Program

Provides assistance for homeless people includes hot showers, light meals, bread, tea & coffee, a weekly barbecue, meals, blankets and clothes.

AVAILABILITY: Barbecue, 11.30am, Thursdays; meals, 5.30pm to 6.30pm, Mon, Wed & Fri.

OFFICE HOURS: 9.30am to 3.00pm, Mon to Thur.

CATCHMENT AREA: Murwillumbah & surrounding districts.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Updated: 5/22/2009

Murwillumbah Community Centre Murwillumbah Accommodation Support Project

Housing support for homeless families and individuals.

Accommodation is available for men and women.

AVAILABILITY: 9.30am to 3.00pm, Tuesdays.

OFFICE HOURS: 9.30am to 3.00pm, Mon to Thur.

CATCHMENT AREA: Murwillumbah & surrounding districts.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Updated: 5/22/2009

St Joseph's Youth Support Service Youth Support Services

Provides crisis support and outreach services for young people 14 to 25 years old. Services include material aid & financial assistance for crisis accommodation and rent payments for those in need.

Counselling services are also provided.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Thur, 8.30am to 4.00pm, Fri.

CATCHMENT AREA: Tweed area.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

Updated: 3/29/2007

Tweed Shire Women's Service Women's Refuge

Provides refuge accommodation for women and children escaping domestic violence.

OFFICE HOURS: 9.00am to 4.00pm, Mon to Fri.

CATCHMENT AREA: Murwillumbah/Tweed area.

AVAILABILITY: Inquire. Appointments necessary. Applications required.

REFERRAL: Self or agency.

Updated: 5/10/2008

TWEED HEADS

Department of Housing

Housing Support

Provides assistance for low to medium-income families and singles with temporary and permanent accommodation, private market rental, advance rent, rental arrears and bonds.

OFFICE HOURS: 8.30am to 12.30pm & 1.30pm to 4.30pm, Mon, Tue, Thur & Fri; 1.00pm to 4.30pm, Wed.

AVAILABILITY: Waiting list applies.

REFERRAL: Self.

Updated: 2/17/2006

On Track Community Programs, Far North Coast

Respite Care for People with Mental Illness

Provides up to one week in-home respite care and accommodation for people with mental illness.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Mental Health Helpline, 1300 369 938

COST TO CLIENTS: Inquire.

REFERRAL: Self.

Updated: 3/24/2009

On Track Community Programs, Far North Coast

Housing & Accommodation Support Initiative Stage 2 (HASI 2)

Provides low-level support for people with mental illness living in public housing.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

Mobile, 0438 249 732

COST TO CLIENTS: Supported residents pay share of property rental plus minimal service fees; fees negotiable dependent on property rental costs.

AVAILABILITY: Applications required.

REFERRAL: Via DADHC regional intake office.

SPECIAL REQUIREMENTS: Applicants must be eligible for DADHC funding & diagnosed with intellectual & or psychiatric disabilities.

Updated: 3/24/2009

On Track Community Programs, Far North Coast

Supported Accommodation for People with Mental Illness

Residential services provide flexible support according to individual needs through a range of supported accommodation options for people living with mental illness.

Services include a hostel with 24-hour staffing, supported shared housing, one-bedroom units, respite care, Aboriginal & Torres Strait Islander mental health housing at Bugalwena and family housing.

Security of tenure in safe and maintained housing with in-house rehabilitation is also available.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

Mobile: 0438 249 732

AVAILABILITY: Appointments necessary.

Waiting list applies.

REFERRAL: Self or agency.

Updated: 3/24/2009

On Track Community Programs, Far North Coast

Disability Program

Provides specialist supported accommodation for people with intellectual or physical disabilities.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

COST TO CLIENTS: Inquire.

REFERRAL: Self or agency.

Updated: 3/24/2009

On Track Community Programs, Far North Coast

Community Housing Program

Assists individuals and families who face severe disadvantage and are homeless or at risk of homelessness.

Services include crisis housing referral, case management, brokerage, individual support and assistance with Rent Start applications.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

COST TO CLIENTS: Inquire.

REFERRAL: Self or agency.

Updated: 3/24/2009

On Track Community Programs, Far North Coast

Outreach Services

The outreach service provides community-based support for people who have psychiatric disabilities and are living in independent housing.

Programs provide clinical support, counselling, budgeting, home help, transport, social & basic living skills, mental health education, housing information and community development.

OFFICE HOURS: 8.30am to 4.30pm, Mon to Fri.

Mobile: 0438 249 144

AVAILABILITY: Appointments necessary. Applications required.

REFERRAL: Self, medical or agency.

Updated: 3/24/2009

St Joseph's Community Centre

St Joseph's Youth Service (SAAP)

Provides semi-supported accommodation for homeless young people 16 to 21 years old. Outreach support is provided for children and young people 13 to 25 years old.

Emergency relief can be arranged by telephone between 9.00am and 12noon, Mondays to Fridays.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri.

CATCHMENT AREA: Tweed Coast including Murwillumbah, Pottsville and Cabarita Beaches.

COST TO CLIENTS: Inquire. DoCs subsidies are available.

REFERRAL: Self or agency.

Updated: 6/15/2008

St Joseph's Youth Service, Tweed Heads

Youth Services

Provides supported accommodation for single mothers 16 to 21 years old.

An outreach service is available for children and young people 13 to 25 years old.

Emergency relief is available for young people 16 to 25 years old.

AVAILABILITY: 9.00am to 12noon for assessments & emergency relief.

Assessment required for outreach & accommodation.

Appointments necessary. Applications required. Waiting list applies.

OFFICE HOURS: 8.30am to 4.30pm, Mon, Wed, Thur & Fri; 12noon to 4.30pm, Tue.

CATCHMENT AREA: Tweed Heads & Murwillumbah.

COST TO CLIENTS: Inquire.

REFERRAL: Self.

Updated: 7/21/2009

TWEED HEADS SOUTH

Accommodation Network, Ocean Shores

Disability Support Services

Provides information, advice, support, accommodation, training, counselling, rehabilitation and post-school options for young people and adults with disabilities and for other disadvantaged or minority groups.

The Network works in a variety of settings and service models based on individual need. Accommodation Network incorporates the Life Moves Program to develop independent living skills for adults and young people 18 years old and over with disabilities.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri.

CATCHMENT AREA: Southern Queensland to the Hunter Valley.

COST TO CLIENTS: Inquire.

REFERRAL: Self, medical practitioner, community support or other agency.

Updated: 4/22/2009

New Horizons Enterprises, Tweed Heads South

Personal Helpers & Mentors (PHaMS)

Provides in-home training in independent living and social skills for people who have mental illness and are living in their own housing.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, medical practitioner or agency.

Updated: 3/24/2009

New Horizons Enterprises, Tweed Heads South

Housing & Accommodation Support Initiative Stage 3A (HASI 3A)

Provides high-level support for young people and adults 16 to 65 years old with mental illness living in public housing.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: Applications required.

REFERRAL: Health care agency referral.

Updated: 3/24/2009

New Horizons Enterprises, Tweed Heads South

Housing & Accommodation Support Initiative Stage 4B (HASI 4B)

Low to medium support in their own homes, family homes or shared housing for young people and adults who are 16 to 65 years old and diagnosed with mental illness.

OFFICE HOURS: 8.30am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Health care agency referral.

Updated: 3/24/2009

Reconnect, Tweed

Reconnect Program

A program for children and young people 12 to 18 years old and their families where the young people are becoming disconnected from their families, school and/or work and are at risk of becoming homeless. The preventive early intervention program provides counselling, mediation and practical support to improve relationships, particularly where there is a risk of young people leaving home prematurely without the support of their families.

The program also assists families where young people have recently left home under these circumstances.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.

REFERRAL: Self, school, DoCS or Centrelink.

Updated: 1/29/2009

Tweed Aboriginal Co-operative Society Limited

Long-Term Housing for Aboriginal & Torres Strait Islander People

Provides long-term accommodation for Aboriginal and Torres Strait Islander people.

OFFICE HOURS: 9.00am to 4.30pm, Mon, Wed & Fri.

CATCHMENT AREA: Tweed and surrounding areas.

AVAILABILITY: Applications required; Waiting list applies; appointments necessary.

REFERRAL: Self.

COST TO CLIENTS: Inquire.

Updated: 4/3/2009

Tweed Aboriginal Co-operative Society Limited

Information, Advice & Referral

Provides information, advice & referral for Aboriginal people & Torres Strait Islanders on health, education, housing & legal matters.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri.

AVAILABILITY: Inquire.

CATCHMENT AREA: Tweed and surrounding areas.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Updated: 4/3/2009

Tweed River Valley Fellowship, Cunnigham Street

Disability Support Services

Provides supported housing, rehabilitation and outreach programs for people living with mental illness or disabilities.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri; 8.00am to 8.00pm, Sat, Sun & public holidays.

COST TO CLIENTS: Third party fee for rent.

REFERRAL: People needing mental health support are referred by a community mental health service.

SPECIAL REQUIREMENTS: People with disabilities must have support funding package.

Updated: 11/25/2007

**Tweed River Valley Fellowship,
Industry Drive**

Disability Support Services

Provides supported housing, rehabilitation and outreach programs for people living with mental illness or disabilities.

OFFICE HOURS: 9.00am to 4.30pm, Mon to Fri;
8.00am to 8.00pm, Sat, Sun & public holidays.

Mobile, 0407 249 144

COST TO CLIENTS: Third party fee for rent.

REFERRAL: People needing mental health support are referred by a community mental health service.

SPECIAL REQUIREMENTS: People with disabilities must have support funding package.

Updated: 8/25/2008

KINGSCLIFF

**St Joseph's Community
Development Project**

St Joseph's Community Development Project

Provides an outreach service and assistance for young people with housing difficulties. Material aid, rental assistance and counselling for youth problems are available.

AVAILABILITY: The Kingscliff Office is rarely open; all services are conducted from the Murwillumbah site.

Updated: 8/7/2007