



## MATERIAL AID / BROKERAGE & GENERAL SUPPORT

Agency / Contacts Details	Areas Serviced / Eligibility	Service / Support Provided	Available Times / Requirements
<b>Youth Outreach Hub-Parramatta Mission</b> 47 Hunter St, Parramatta <b>8880-8222</b>	<b>Must be aged 12-25 years</b> Parramatta Council & surrounding Council areas	General assistance & support, outreach case management & referral to other Accommodation Services	<b>Mon – Fri: 9:00am – 5:00pm</b> <b>Mon – Fri - 10am-11:30am.</b>
<b>Granville Multicultural Community Centre</b> 8 Factory St, Granville <b>9637 7600</b>	Granville, South Granville, Guildford, Merrylands	Vouchers (electricity, gas) Counselling, Youth program, Family support	Mon-Thu 9:30am-4:30pm ( <b>Closed 12-1pm</b> ). Fri 9:30am-12:30pm. <b>Phone for appointment</b>
<b>Holroyd Community Aid &amp; Info Service</b> 17 A Miller St, Merrylands <b>9637 7391</b>	Holroyd Council area	Vouchers (food, medical, electricity, gas, phone, water), Nappies, Financial Counselling	Mon/Wed-Fri 10am-2:30pm. Bring: Health Care Card, Recent Receipts / Bills, Centrelink Statement
<b>Mission Australia</b> , Lvl 2, 239 Church St Entrance from George Street, Parramatta <b>8843-8500</b>	<b>From 18 years</b> Parramatta, Holroyd & Auburn LGA's	Provides Advice, support and Outreach Case Management plus Accommodation referrals via Link2Home – 1800-152-152	Mon-Fri, 9am-5pm, <b>Phone for an appointment</b>
<b>Parramatta Community Food Care</b> 18 Barney St, Nth Parramatta <b>9630 3892</b>	Parramatta & immediate surrounding areas	Discount food; emergency food parcels; Free medication-Friday; Free Hair Cuts	<b>Thu 6pm-8.30pm, Fri 10.30am-1.00pm –</b> Bring Centrelink card, Student ID, or proof of status.
<b>Parramatta Mission</b> 119 Macquarie St, Parramatta <b>9891 2277</b>	Parramatta & surrounding areas	Showers, Laundry, Food Parcels, <ul style="list-style-type: none"> <li>• Centrelink &amp; Housing (Tues)</li> <li>• Financial Counselling &amp; Legal Aid (Wed)</li> <li>• M2Home, Mon, Tues &amp; Friday 9am-3pm</li> <li>• Staples Food Services Thurs (fortnightly)</li> </ul>	Material Assistance: 2-4 pm Mon-Thurs & 2-3pm Fri (closed 3pm Fri). <b>Other services, phone for appointment</b>
<b>The Staples Bag (9787 6832)</b> <a href="http://www.thestaplesbag.ssi.org.au">www.thestaplesbag.ssi.org.au</a>	Parramatta & surrounding areas	Groceries for \$20 containing up to \$70 worth of groceries. Groceries are also available for individual purchase.	Thursday – Fortnightly 11.30-1.00pm 9891-2277 for further information
<b>Pathways Community</b> Corner Dunmore St & Pendle Way, Pendle Hill <b>9636 7400.</b>	Parramatta Council area	Showers, Laundry, Food parcels, Some clothing, Blankets, Support and Referral, Drop-In, <b>Free Internet Café / Lunch</b>	Wed 12pm-3pm
<b>St Vincent De Paul</b> <b>1800 606 724</b>	Parramatta Council area & part surrounding areas.	Vouchers (food, phone, water, gas, electricity). Clothes, Furniture, Budgeting assistance & Food	Mon-Fri 9am-4pm. <b>Phone for a Home visit only</b>
<b>Salvation Army Parramatta</b> Shop 4, 426 Church St, Nth Parramatta <b>1300 371 288.</b>	Parramatta Council area & part surrounding areas	Vouchers (food, electricity), Food parcels, Household items (No White goods)	The phone lines are open Monday to Friday from 9am - 5pm. MoneyCare financial counsellors here at our office Monday to Thursday. Their number is 9633 5011.
<b>Teloepa Christian Centre</b> 16 Shortland St, Teloepa <b>9638 7955</b>	Parts of: Carlingford, Dundas, Ermington, Nth Parramatta, Oatlands, Rydalmere, Teloepa	Vouchers (food, electricity, gas, water), Counselling. No Interest Loans Scheme	Material assistance: Mon/Thur 1-3pm, Closed Fri <b>Phone for appointment</b>

## EMERGENCY ACCOMMODATION SERVICES

Agency / Contacts Details	Areas Serviced / Eligibility	Service / Support Provided	Available Times
<b>Link2Home Call Centre</b> 1800 152 152	<b>18 &amp; above</b> NSW	Information / referral & support service for people who are homeless or at risk of homelessness. For accommodation	24 Hour Service 7 Days Weekly <small>Replaces Homeless Persons Information service</small>
<b>Parramatta Housing NSW</b> 106-108 Church St, <b>9891 8111</b> <b>After hours Temporary Accommodation</b> 1800 152 152	<b>18 &amp; above</b> Parramatta Council area	Public housing for people with special needs or with low incomes. Bond & rent assistance, Emergency accommodation	Mon - Fri 8:30am-4:30 PM <b>A/H Temporary Accommodation:</b> 4:30pm-10pm weekdays, 10am to 10pm weekends & Public holidays
<b>Yconnect</b> 1800 424 830	<b>12-25 years</b> NSW	Telephone / Support service assisting young people and agencies with accommodation for young people	Mon-Fri, 9am-5pm

## HEALTH & MENTAL HEALTH SERVICES

<b>FYRST (Follow on Youth Recovery Support Team)</b> Suite 2, Ground Floor, 95 Phillip St, Parramatta <b>9687 3499</b>	<b>16 to 25 years</b> Western Sydney area	A case management service (short, medium, & long term). Working with young people who wish to address drug and alcohol issues	Mon-Fri 9am-5pm
<b>Headspace</b> 2 Wentworth St Parramatta (enter via Parkes St) <b>1300 737 616</b>	<b>12-25 years</b> NSW	Provides mental health and wellbeing support, information and services to young people and their families	Mon-Fri 9am-5pm <b>Phone for appointment</b>
<b>High St Youth Health Service</b> 65 High St, Harris Park <b>9687 2544</b>	<b>12-24 years</b> Parramatta, Auburn, Holroyd, Baulkham Hills & Blacktown Council areas	Provides Basic needs: Food, Laundry, Showers, Lockers. Information, referral, support, Internet, Medical, Nursing, Dental, Counselling, Case Management	Mon-Fri 9am-5:30pm. Basic needs: Mon-Fri 9am-1pm, 2-5pm <b>Drop in or Appointments can be made in person / or by phone</b>
<b>Mental Health Access Line</b> 1800 011 511	NSW	Referral for Community Mental Health and Crisis services, State wide.	24 Hours
<b>Parramatta Sexual Health Clinic</b> Jeffrey House 162, Marsden St Parramatta <b>9843 3124</b>	Western Sydney area	Provides treatment, support and advice on all sexual health issues	Mon, Wed, Fri 9am-4pm, Tue 10am-4pm, Thu 4pm-7.30pm <b>(Thu Appointment only)</b>

LEGAL SERVICES			
Agency / Contacts Details	Areas Served / Eligibility	Service / Support Provided	Available Times
<b>Legal Aid:</b> - Law Access – <b>1300 888 529</b>	N.S.W	Provides Phone legal information, advice & referrals.	Mon-Fri 9am-5pm(excluding P/H)
- Criminal Law <b>8688 3800</b> Level 1, 160 Marsden St Parramatta	Parramatta Council area	Advice & Information, Workshops, Help at Court.	Tue 2-4
- Civil and Family Law <b>9891 1600</b> Level 5 91 Philip St Parramatta	Parramatta Council area	Legal advice, Legal representation	<b>Family Law clinic:</b> Mon, Wed, Fri 9:30am-12:30pm and 2-4pm.
- Youth Hotline <b>1800 10 18 10</b>	N.S.W Under 18 (Youth Hotline)	Legal advice, Criminal matters	<b>Youth Hotline:</b> Mon-Fri 9am-12am Fri 12am-Sun 12am & P/H 24 hours
<b>Macquarie Legal Centre</b> Suite 302, Level 3, 107 Phillip St Parramatta <b>8833 0911</b>	Parramatta Council & surrounding Council areas	Free confidential legal advice, Telephone legal advice, Information and referral	Phone advice: Mon & Thu 2pm-4:30pm Office Hours: Mon-Fri 9am-5pm <b>Closed for lunch from 1pm to 2pm</b>
<b>Shopfront Legal Centre</b> 356 Victoria St, Darlinghurst <b>9322 4808</b>	<b>25 Years and under</b> Sydney, Greater Western area	Free Legal information and representation for vulnerable, disadvantaged, and homeless youth	Mon-Fri 9:30am-5:30pm <b>Call for an appointment</b>
<b>Toongabbie Legal Centre</b> <b>27 Aurelia Street, Toongabbie</b> <b>1300 373 353 (Answering Service)</b>	<b>Toongabbie &amp; surrounding areas</b>	Free legal advice, referral service & info. Conducts Community legal seminars	Drop in service. 6.30 – 8.30pm Thu & 10am -12.30pm Sat
REFUGEE / MIGRANT SERVICES			
<b>Anglicare Migrant and Refugee Services</b> 16 Parkes Street Parramatta <b>9895 8008</b>	Greater Western Sydney	Provides Support, Information & Settlement Referral to Migrants, Refugees, Community capacity building	Mon-Fri 9am-5pm
<b>Auburn Diversity Services Inc</b> 17 Macquarie Rd, Auburn <b>9649 6955</b>	Auburn & surrounding Council areas	Information & Referral, Settlement issues, English classes. Support groups, <b>Vouchers (electricity, gas)</b> PC classes	Mon-Fri 9am-4pm
<b>Community Migrant Resource Centre</b> 1/Level, 4 Horwood Pl, Parramatta <b>9687 9901</b>	Baulkham Hills, Holroyd, Parramatta Council areas	Information & Referral, Settlement issues, English classes. Support groups, <b>Vouchers (electricity)</b> Driving school	Mon-Fri 9am-5pm
<b>STARTTS (Service for the Treatment and Rehabilitation of Torture and Trauma Survivors)</b> Level 1 / 44-50 Auburn Rd, Auburn <b>9646 6666</b>	NSW	Counselling, Referral to other agencies, Support groups, English classes, Activity groups	Mon-Fri 8:30am-5pm